



**THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR**  
**MINISTRY OF AGRICULTURE, IRRIGATION, NATURAL RESOURCE AND LIVESTOCK**

**FINAL**

**GRIEVANCE REDRESS MECHANISMS MANAGEMENT AND COMMENT RESPONSE**

**TANZANIA FOOD SYSTEMS RESILIENCE PROGRAM**  
**(TFSRP) - ZANZIBAR**

**NOVEMBER, 2023**

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	i
LIST OF FIGURE .....	iii
LIST OF TABLE .....	iv
LIST OF ABBREVIATIONS .....	v
PREFACE.....	vi
1.0 INTRODUCTION .....	1
<b>1.1 Beneficiaries of the Program</b> .....	1
2.0 PROJECT ROLES AND RESPONSIBILITIES .....	1
3.0 GRIEVANCE REDRESS MECHANISMS .....	2
<b>3.1 Description of Grievance Redress Mechanisms</b> .....	2
<b>3.2 Objective of the GRM</b> .....	2
<b>3.3 Scope of GRM</b> .....	3
<b>3.4 Access to GRM</b> .....	3
<b>3.5 Grievance Investigation and Resolution Process (GIRP)</b> .....	3
4.0 GRIEVANCE COMMITTEES .....	4
<b>4.1 Scheme-Level Grievance Committee</b> .....	4
<b>4.1.1GRIP at Scheme level</b> .....	4
<b>4.2 District Grievance Committee</b> .....	4
<b>4.2.1 GIRP at District level</b> .....	5
<b>4.3 Project Grievance Committee</b> .....	5
<b>4..3.1 GIRP at Project level</b> .....	6
<b>4.4 Ministerial Grievance Committee</b> .....	6
<b>4.4.1 GIRP at Ministry Level</b> .....	6
5.0 GENDER-BASED VIOLENCE (GBV) AND SEXUAL EXPLOITATION AND ABUSE GRIEVANCES .....	7

<b>5.1 The Protocol for GBV/SEA Survivors.....</b>	<b>9</b>
<b>6.0 GENERAL GRIEVANCES .....</b>	<b>10</b>
<b>6.1 Procedure for Grievances .....</b>	<b>10</b>
<b>6.2 Resettlement Related Grievances: .....</b>	<b>11</b>
<b>6.3 Processing of Submitted Claims: .....</b>	<b>12</b>
<b>6.4 Record Keeping .....</b>	<b>12</b>
<b>6.5 Channels to make Complaints .....</b>	<b>12</b>
<b>6.6 Confidentiality and Conflict of Interest .....</b>	<b>13</b>
<b>6.7 Comment Response and Grievance Mechanism Log .....</b>	<b>14</b>
<b>6.8 Initial Response Template .....</b>	<b>14</b>
<b>7.0 MONITORING AND REVIEW .....</b>	<b>14</b>
<b>Appendix 1A: GRM Register Log .....</b>	<b>Error! Bookmark not defined.</b>
<b>Appendix 1B: GRM Register Log (SWAHILI) .....</b>	<b>16</b>
<b>Appendix 2: Grievance Logging Form .....</b>	<b>17</b>
<b>Appendix 3: Grievance/Inquiry Notification Form .....</b>	<b>18</b>
<b>Appendix 4: Grievance/Inquiry Response Log Form .....</b>	<b>20</b>
<b>Appendix 5: Grievance Resolution Form .....</b>	<b>22</b>
<b>Appendix 6: The GRM flow chart of Grievance Resolution .....</b>	<b>23</b>
<b>Appendix 7: Budget for GRM Operationalization .....</b>	<b>24</b>

**LIST OF FIGURE**

Figure 1 : GRM Process for the GBV Survivors ..... 8

Figure 2 : The GRM flow chart of Grievance Resolution ..... 23

## **LIST OF TABLE**

Table 1 : Channels to make Complaints .....	13
Table 2 : GRM Register Log .....	15
Table 3 : GRM Register Log (SWAHILI) .....	16
Table 4 : Grievance Logging Form .....	17
Table 5 : Grievance/Inquiry Notification Form .....	18
Table 6 : Grievance/Inquiry Response Log Form .....	20
Table 7 : Grievance Resolution Form .....	22
Table 8 : Budget for GRM Operationalization .....	24

## **LIST OF ABBREVIATIONS**

GBV	GENDER BASED VIOLENCE
GRC	GRIEVANCE REDRESS COMMITTEE
GRM	GRIEVANCES REDRESS MECHANISM
M&E	MONITORING AND EVALUATION
MAINL	MINISTRY OF AGRICULTURE IRRIGATION NATURAL RESOURCES AND LIVESTOCK
MOFP	MINISTRY OF FINANCE AND PLANNING
PAP	PROJECT AFFECTED PEOPLE
PMT	PROJECT MANAGEMENT TEAM
DAS	DISTRICT ADMINISTRATIVE SECRETARY
GIRP	GRIEVANCE INVESTIGATION AND RESOLUTION PROCESS
SEA	SEXUAL EXPLOITATION AND ABUSE
TFSRP	TANZANIA FOOD SYSTEMS RESILIENCE PROGRAM

## **PREFACE**

This report provides details regarding the Grievance Redress Mechanisms (GRM) of the Tanzania Food Systems Resilience Program (TFSRP) for the Investment Project Financing (IPF) in Zanzibar. The GRM is an essential tool to facilitate Project Affected People (PAP) to continuously voice their concerns on the project activities and the corrective action to be taken promptly. Such mechanisms are fundamental to achieving transparency in handling grievance issues.

Grievances refer to any concerns or complaints raised by individuals or groups within communities who may be adversely affected by the Project's implementation activities. These grievances may be raised by individuals or groups seeking information, employment opportunities, or wish to provide feedback aimed at enhancing the project's implementation and its relationship with stakeholders.

The document presents Grievance Redress Committees (GRC) of the project that will be responsible to register and address the grievances raised by the Project Affected Person (PAP) or by the representative of PAPs. The documents also outlines the procedure for Grievance management. It describes steps that the GRC will follow for receiving grievance and make appropriate resolutions; if the grievance is addressed and no further action are required and if PAP not satisfied with the given decision in which case the grievance is referred to another level for further process.

## **1.0 INTRODUCTION**

The Tanzania Food Systems Resilience Program (TFSRP) is a five-year Regional Program to be implemented for the period of 2023/2024 to 2027/2028 with a budget of USD 15 million in Zanzibar. The Program Development Objective (PDO) is to support food systems resilience by strengthening agricultural service delivery, the adoption of climate-resilient technologies, and fiscal performance in the agricultural sector. The IPF Zanzibar Program design will focus on strengthening innovation and improving knowledge, and ecosystems, specifically around the challenges of increasing access to climate-smart technologies, early warning systems, and drought resistance.

**This program has three Components;**

- i. Improving service delivery in Research, Seed, and Extension:** Under this component, the TFSRP will support capacity building for research, seed production and access to agricultural extension.
- ii. Rehabilitation of Rural Infrastructure to enhance Climate Resilience:** This component will improve water availability for irrigation and water use efficiency.
- iii. Project Management and Coordination:** For effective and efficient implementation of the project activities, the TFSRP will facilitate and track all results by supporting operational costs, recurrent costs, project monitoring and evaluation, workshops & meetings, short-term and long-term training, E&S safeguards and procurement of goods.

### **1.1 Beneficiaries of the Program**

The primary beneficiaries of the Program are farmers operating in crop value chains. In addition, workers supporting improved knowledge systems (researchers and extension workers) seed value chain operators, and the Government Agencies' management staff are secondary beneficiaries of the Program.

## **2.0 PROJECT ROLES AND RESPONSIBILITIES**

Individuals and communities can report any comment response, and grievance to the Project using a variety of means as explained under section 6.5 - Chanel to make complaints. The Project staff charged with managing the GRM are the TFSRP-PMT Social Specialist and Scheme Manager. Specifically, they are responsible for receiving comments, responses, and handling grievances and ensuring that they are correctly documented, coordinating the investigation and response to the grievances. They are also responsible for ongoing monitoring and review of the effectiveness and efficacy of the Grievance Mechanism.



After effectiveness, the Project will organize GRM sensitization meetings in all targeted irrigation schemes as part of the Project launch. In each scheme, the scheme manager will be responsible to organize scheme-level sensitization meetings on a quarterly basis throughout the project's life cycle. The facilitation of these meetings will be financed by the project.

### **3.0 GRIEVANCE REDRESS MECHANISMS**

#### **3.1 Description of Grievance Redress Mechanisms**

Grievances refer to any concerns or complaints raised by individuals or groups within communities who may be adversely affected by the Project's supported activities. These concerns can pertain to potential harm, impacts, or negative consequences. Additionally, grievances may be raised by individuals or groups seeking information, employment opportunities, or wish to provide feedback aimed at enhancing the project's implementation and its relationship with stakeholders.

Grievance Redress Mechanisms (GRM) are essential tools for facilitating Project Affected People (PAP) to voice their concerns as they arise about the project activities and if necessary, for corrective action to be taken promptly. Such mechanisms are fundamental to achieving transparency in handling grievance issues.

#### **3.2 Objective of the GRM**

A Grievance Redress Mechanism has been designed for the TFSRP to examine culturally appropriate ways of handling stakeholders' concerns. It involves a formal process for receiving, evaluating, and redressing project-related grievances from affected communities and the public. TFSRP recognizes the vulnerability of the different project's participants to be involved or affected by the project (such as community members, workers, and other beneficiaries).

GRM Committees will be established and adequately capacitated at Schemes level, District level and Ministry level. The GRM will also be extended to the Project Management Team (PMT) level and be expanded to handle all types of grievances arising from implementation of the program. During program implementation the following specific objectives will be considered.

- i. Providing stakeholders with a clear process for providing comments and raising grievances.
- ii. Allowing stakeholders, the opportunity to raise comments/concerns anonymously by using the Shehia Forum to communicate,
- iii. Structuring and managing the handling of comments, responses, and grievances, and allow monitoring of the effectiveness of the mechanism; and
- iv. Ensuring that comments, responses, and grievances are handled in a fair and transparent manner, in line with the Projects policies

### **3.3 Scope of GRM**

This GRM will be used as a mechanism to address all the complaints arising from the program activities implementation where appropriate personnel for the GRM implementation will be in place across levels. This mechanism shall be accessed by any person involved in the implementation and shall be able to present any complaint if arises, request information, and provide feedback on the implementation of activities and different operations.

### **3.4 Access to GRM**

The PMT in collaboration with TFSRP implementing institutions will make the public aware of the GRM through awareness creation forums, training, and capacity building. Any person who has complaints regarding the activities of the TFSRP during the preparation/designing, implementation, and operation phases shall have access to the Mechanism. Contact details in support of the Mechanism will be publicly disclosed and posted in the irrigation schemes/village offices which will also be included in the program's information materials (e.g. reports, brochures and posters). At the scheme level the Contractor will have specific GRM for the project as guided by ESMPs

### **3.5 Grievance Investigation and Resolution Process (GIRP)**

The Government has an existing administrative mechanism that allows any aggrieved person, in this respect any person who has complaints regarding the Project activities to raise issues, feedback, and complaints about the effects of Program implementation. The program will provide clear guidance to communities and project implementers on how to use this mechanism so that dissatisfied persons can raise claims and concerns related to program activities. The raised complaint from an unresolved aggrieved person who is not satisfied is reported orally or in writing to the Scheme GRC and will be addressed (investigated and resolved) in consultation with the GRC focal person of contact most likely to be the Community development. All received complaints and responses should be documented and copies sent to PMT. Complaints can be communicated in writing using the standard complaint forms.

All received complaints that are still unresolved from the project grievance committee, Ministerial committee, scheme and district level committee will be reviewed and sent to the PMT for more investigation and final decision before reverting to the judiciary court processes. Throughout all steps, the involvement of the GRC chairperson is needed and documentation of the proceedings needs to be taken to ensure fairness, objectivity, transparency, and institutional memory of the matter. The GRC will keep records of all grievances, and the status of addressing the grievance, which will be regularly shared with the World Bank.

## **4.0 GRIEVANCE COMMITTEES**

The structures of grievance committees are detailed in the following section.

### **4.1 Scheme-Level Grievance Committee**

The Scheme Grievance committees will be composed of the following members:

- i. Local Leader (Respective Sheha)
- ii. Chairperson of Farmers' Association in the Scheme
- iii. Secretary of Farmers' Association in the Scheme
- iv. Head of every Sub association
- v. Representative of farmers from each sub association (at least half of them should be women)
- vi. Scheme Manager
- vii. Scheme extension officers
- viii. TFSRP - PMT Social Specialist
- ix. TFSRP - PMT Environment Specialist

#### **4.1.1 GRIP at Scheme Level**

**Step 1:** Complaint Form will be completed by any interested person or complainant and submitted to the scheme GRC.

**Step 2:** The chairperson of the scheme chair, scheme secretary, and respective GRC members will review, investigate and discuss the issue and resolve the matter within five days from the date of application receipt. If not resolved,

**Step 3:** The Chairperson of the scheme will organize a meeting of the scheme members and will review and resolve the complaint within two weeks of receiving the appeal or complaint. All meetings will be recorded and filed after which copies will be sent to Secretary GRC.

**Step 4:** Based on the decision made, the GRC will act accordingly.

**Step 5:** If the grievance is not resolved the Social Specialist and Communication Officer will initiate further investigation and submit to the District Grievance Committee and determine the next step for further action

### **4.2 District Grievance Committee**

- i. District Administrative Secretary
- ii. District Legal Officer

- iii. District Community Development Officer
- iv. Sheha from respective Shehia
- v. Project Coordinator
- vi. Government Valuer
- vii. District Environmental Officer
- viii. TFSRP - PMT Social Specialist
- ix. TFSRP - PMT Environment specialist
- x. TFSRP - PMT Irrigation Specialist

#### **4.2.1 GIRP at District Level**

**Step 1:** The appeal form will be completed by any interested person or complainant and submitted to the District Administrative Secretary (DAS).

**Step 2:** The chairperson of the District Committee and respective GRC members will review, investigate, and discuss on the issue and resolve the matter within two weeks from the date of application receipt.

**Step 3:** The chairperson of the District Committee will organize a meeting of the committee members and will review and resolve the complaint within two weeks of receiving the appeal or complainant. All meetings will be recorded and filed,

**Step 4:** If the complainant is not satisfied with the response given or if no response is received within two weeks, the affected persons can appeal to the Project Grievance Committee.

#### **4.3 Project Grievance Committee**

Participants of this Committee will depend on the complaint under discussion. Other members may also be included as agreed by the PMT:

- i. TFSRP - PMT Coordinator
- ii. Contractors and Consultant
- iii. Government Valuer
- iv. Sheha from the Respective Areas
- v. Scheme Manager of the Respective Sites
- vi. TFSRP - PMT Head of M&E Specialist
- vii. TFSRP - PMT Social Specialist
- viii. TFSRP - PMT Environment Specialist
- ix. TFSRP - PMT Irrigation Specialist

#### **4.3.1 GIRP at Project Level**

**Step 1:** Complaint Form will be completed by any interested person or complainant and submitted to the Project GRC.

**Step 2:** The chairperson of the project, and respective GRC members will review, investigate, and discuss the issue and resolve the matter within one week from the date of application receipt. If not resolved,

**Step 3:** The Chairperson of the project will organize a meeting of the project members and will review and resolve the complaint within one week of receiving the appeal or complaint. All meetings will be recorded and filed,

**Step 4:** Based on the decision made, the GRC will act accordingly.

**Step 5:** If the grievance is not resolved the Social Specialist and Communication Officer will submit to the Ministerial Grievance Committee.

#### **4.4 Ministerial Grievance Committee**

- i. Principal Secretary MAINL
- ii. Principal Secretary MoFP
- iii. Project Coordinator
- iv. Executive Director – Commission for Land
- v. Director of Planning Policy and Research (MAINL)
- vi. Government Chief Valuer

##### **4.4.1 GIRP at Ministry Level**

**Step 1:** The appeal form will be completed by any interested person or complainant and submitted to the Ministerial Grievance Committee

**Step 2:** The chairperson of the Ministerial Grievance Committee and respective members will review, investigate and discuss on the issue and resolve the matter within two weeks from the date of application receipt.

**Step 3:** The Ministerial Grievance Committee based on the appeal or complaint received from the complainant and the document which is transferred from the Project Committee will review and further investigate. If the decision given at the district level is appropriate, the Ministry will approve it; otherwise, if the appeal is valid, the Ministry will resolve the issue within two weeks

from the date the application is received. The decision will be provided in written form to the applicants and copies will be sent to GRC. All meetings will be recorded and filed.

**Step 4:** If the complainant is not satisfied with the response given or if no response is received from the Ministerial committee within two weeks after the registration of the complaint, the complainant can appeal to the Legal Redress Mechanisms.

#### **4.5 Grievance at Land Tribunal Court**

- As per Land Zanzibar Tribunal Court Procedure

#### **High Court**

- As per High Court Procedure

### **5.0 GENDER-BASED VIOLENCE (GBV) AND SEXUAL EXPLOITATION AND ABUSE GRIEVANCES**

The Project may result in incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) affecting workers and the community. GBV cases are different from other complaints that are typically handled through grievance redress mechanisms. GBV is defined as any conduct, comment, gesture, or contact perpetrated by an individual (the perpetrator) on the worksite or in its surroundings or in any place that results in or is likely to result in physical, sexual, or psychological harm or suffering to another individual (the survivor) without his/her consent including threats of such acts, coercion or arbitrary deprivations of liberty.

GBV mapping for service providers will be conducted to provide the necessary support to victims and will be modified accordingly. At the scheme level, the Scheme manager and extension officer will be trained on how to receive GBV-related grievances confidentially, treat survivors with empathy and non-identifiable data collected and refer the case to the respective authority for further actions. In addition, members of the Scheme GR committee will also be trained on how to receive and manage this information though they will not be involved in resolving GBV-related cases.

Grievances related to GBV will be received using verbal (through discussion, phone etc) and non-verbal (formal letter, SMS etc) approaches. The grievance redress Mechanism (GRM) for each sub project will include multiple channels through which complaints can be registered in a safe and confidential manner, specific to the nature of the investment. The complainant reporting GBV related grievance for sub-projects financed under TFSRP Program will be asked at most the following information:

- i. Type of complaint (explain of his/her own words without direct questioning),
- ii. If the perpetrator was associated with the project,
- iii. Sex and age of the survivor

The Different entry points where survivor can place complaints confidentiality shall be identified and linked to the GRM process as shown in the figure 1:

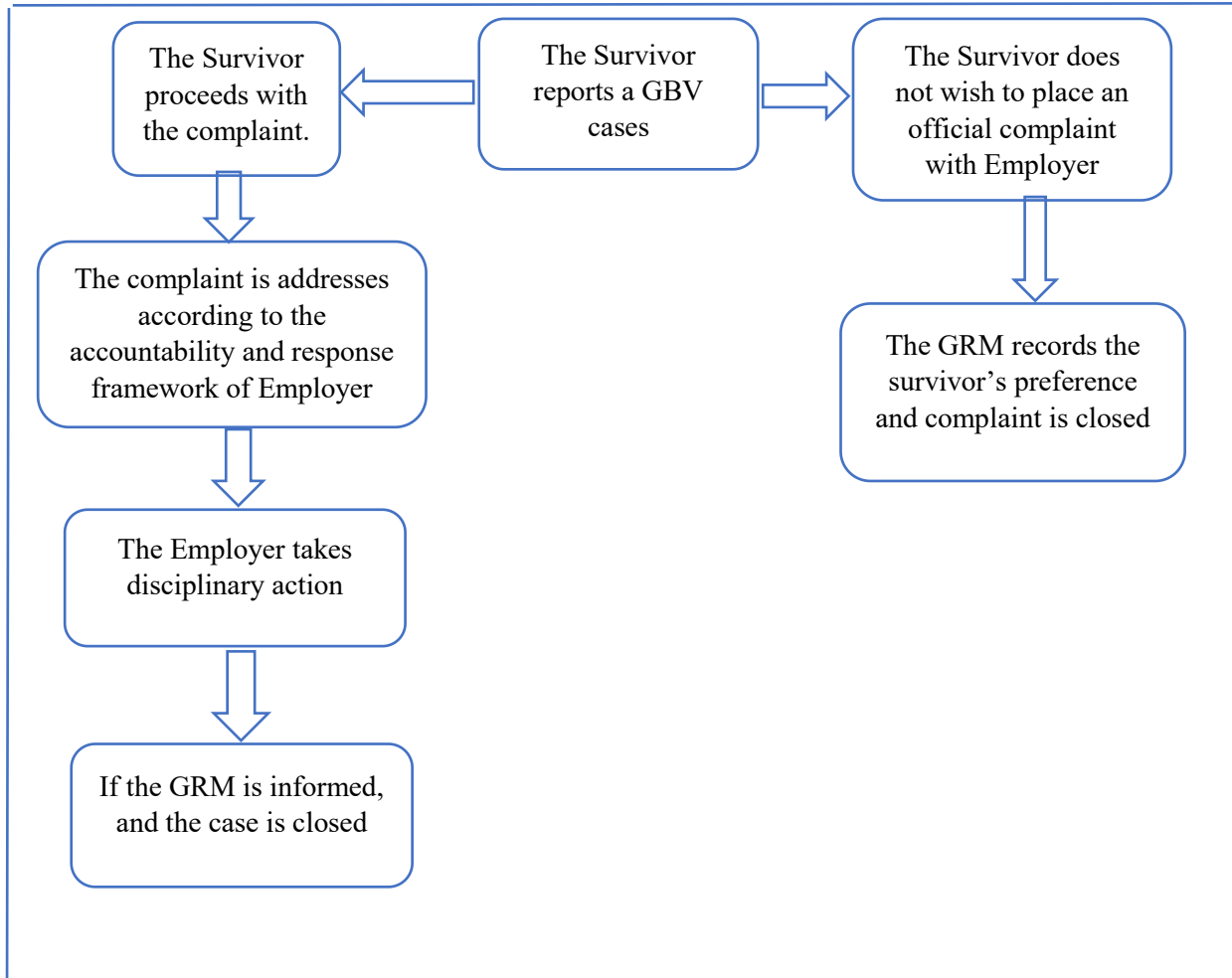


Figure 1: GRM Process for the GBV Survivors

## 5.1 The Protocol for GBV/SEA Survivors

The protocol for GBV/SEA survivors includes data management protocol involving data protection and information sharing management which are critical for ensuring confidentiality for survivors and GBV prevention and response activities coordination. The TFSRP will ensure protection of personal and sensitive information on issues related to GBV and how they are collected, stored, used and shared with emphasis on competence, procedure, vulnerable groups and documentation. Guarantee on handling information, ethical, safety and confidential manners with emphasis on their rights and options to access care and support appropriate to their needs. A well trained and qualified staff with experience on GBV is assigned to ensure confidentiality, informed consent and a room provider for discussion on applicable mechanism.

The following general ethical rules apply to GBV/SEA data protection and information sharing: -

- i. All staff in contact with the data have a strong understanding of the sensitive nature of the data and the importance of data confidentiality and security;
- ii. Survivors/representative need to give informed consent to gather and store their data before any information is recorded;
- iii. Staff are aware that when obtaining informed consent, survivors/representative may highlight particular information they do not want shared with certain people, and that this must be recorded and respected;
- iv. Information must not be passed on to a third party without the informed consent of Survivors/representative;
- v. Ensure all Staff and contractors/consultant involved in GBV/SEA prevention and response activities understand and sign a data protection agreement.
- vi. GBV/SEA data stored and filed on paper; must have each survivor own individual file kept in a locked cabinet or drawer that is accessible only to responsible staff, names must not be written outside of paper files and all printed material should be destroyed when no longer needed;
- vii. GBV/SEA data stored and filed electronically should be password protected and information should not be emailed unless absolutely necessary. Any emails should never contain personal names nor contacts;
- viii. Information about specific incidents of GBV/SEA/SH should not be shared and private information which could identify individuals or particular communities, or that could endanger members of the affected population or staff members, should not be disclosed publicly.



## **6.0 GENERAL GRIEVANCES**

A Grievance Redress Committee (GRC) will be responsible to register and address the grievance

### **6.1 Procedure for Grievances**

The steps taken by the company for receiving and handling any such concerns are outlined below.

#### **STEP 1: Submitting a Grievance to TFSRP**

A grievance can be submitted to the Project in several ways.

- During regular meetings held between communities and the Project Management Team (PMT)
- Through consultation at Scheme level established in the affected Scheme,
- Through verbal communication
- During informal meetings with PMT and Service Providers
- Through direct communication with PMT – for example a letter addressed to site management,
- Directly by e-mail to MAINL [ps@kilimoznz.go.tz](mailto:ps@kilimoznz.go.tz) and phone number +255242230987/+255774363633
- Placing a comment in the suggestion box at Scheme office
- The Grievances submitted through the Scheme committee should be registered and Social Specialist will be informed within 24 hours.

#### **STEP 2: Logging the Grievance**

Once a grievance has been received it must first be logged in the grievance database register. Registers will be available at the Scheme level and at the PMT Office. The Scheme will transmit the grievance details to the Project Social Specialist within 24 hours.

#### **STEP 3: Providing Initial Response**

The person who initially logged the grievance will be contacted within 5 days to acknowledge that the Project has received the complaint. The Scheme grievance committee will sit to determine whether the grievance is related to the project or not. The project grievance mechanism will only deal with complaints that are related to the project. Complaints which are irrelevant to the project will be channeled to relevant departments or institutions for further discussion.

The acknowledgement form will be provided as an initial response and will include details of subsequent steps for the investigation of the grievance, including the person/department responsible for the case.

#### **STEP 4: Investigating the Grievance**

The grievance should be analyzed by PMT under close leadership of the Social Specialist, with the intention to finalize the investigation within two weeks after receiving the grievance. Depending on the nature of the grievance, the approach and personnel involved in the investigation will vary. Simple complaints may be easier and quicker to investigate while complex problems may involve external consultations. On all occasions the project Social Specialist will lead the investigation team. He/She might be supported by Scheme Manager and Local Authorities and other entities where necessary. The Project will regularly update the complainant on the progress of the investigation and the timeline for resolution.

#### **STEP 5: Concluding/resolving the Grievance**

Once the grievance is concluded, the Project will outline the steps taken to ensure that the grievance does not repeat. If a complainant is satisfied, then the Scheme Manager should seek their sign-off from the PMT Social Specialist. The aggrieved parties will be given counseling, recommendations and compensation event will be considered if any,

#### **STEP 6: Take further steps if the Grievance remains open**

In case the grievance cannot be resolved then the Social Specialist, together with Scheme Manager will initiate a further investigation as relevant. The respective grievances will be discussed within the Project Management Team and determine the next steps for further action.

### **6.2 Resettlement Related Grievances:**

Considering the fact that, the TFSRP will mostly be involved in rehabilitation of irrigation infrastructure of existing schemes, farm offices, storehouses and farmer field centers. Therefore, they will be no Resettlement Related Grievances.

### **6.3 Processing of Submitted Claims:**

Communities and individuals who believe that they are adversely affected by a Bank supported project may submit complaints to an existing project-level GRM or the Bank's GRS. At project level, all complaints and grievances related to any aspect of the project shall be properly logged through the representative Scheme member of the Grievance Management Committee and then recorded in the Grievance Form. The contact details of the Shehia - GMC members will be made public to the PAPs. The Sheha will help the PAPs to channel their grievances to the committee. Complaints that are not connected to the Project will be filtered and referred to relevant local committees and claimants informed accordingly within 5 days. Some cases may just require provision of required information or clarification and may not require to be referred to the redress stage.

Project affected communities and individuals may submit their complaint to the World Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of the Bank non-compliance with its Standards and procedures.

### **6.4 Record Keeping**

All comments, responses and grievances are to be recorded using the grievance resolution form attached in appendix 2. This includes details of the comments/grievance, the commenter/aggrieved, and ultimately the steps taken to resolve the grievance. Hard copies of the form are to be forwarded to the Project offices. Any accompanying documentation e.g., written statements, photographic evidence, or investigation reports are to be filed along with the grievance log both in hard and soft copies. A master database will be maintained by the M&E Unit to record and track all comments and grievances. This will serve to help monitor and improve performance of the Response and Grievance Mechanism.

### **6.5 Channels to make Complaints**

The following channels will be used by community members and other stakeholders to make complaints regarding project interventions as shown in Table 1

Table 1: Channels to make Complaints

S/No	Channel	Descriptions
1	A dedicated email address	<a href="mailto:ps@kilimoznz.go.tz">ps@kilimoznz.go.tz</a>
2	A dedicated phone and landline	0242230987 and 0774363633
3	Feedback boxes	At Project Office, Maruhubi Zanzibar P.O.Box 159 Zanzibar
4	Letter	TFSRP Program Coordinator, Maruhubi, P.O.Box 159 Zanzibar
5	Verbal or written complaints to project staff	Directly or through project meetings. If project stakeholders provide verbal feedback/ complaint, PMT will logge the complaint on their behalf, and it will be processed through the same channels.
6	Project Grievance Committees	The project will establish a Project grievance committee to receive and address complaints.
7	Project meetings place	To be set up at the respective scheme
8	Other channel of communication including Sema na Rais Mwinyi (SNR)	0242235566 /772444449 and SNR App These are open to all citizens under the President Office for the complaints
9	Swahili language	The complaints will also use Swahili language to raise the grievances

*NB: The project shall ensure flexibility in the channels available, make sure that different contact points are available for a person to make a verbal complaint, and that complaints addressed to the wrong person or entity are redirected to the GRM MANAGER, who is a Project Coordinator.*

## 6.6 Confidentiality and Conflict of Interest

Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known. For this reason, multiple channels to make a complaint have been established and conflicts of interest will be avoided.

## **6.7 Comment Response and Grievance Mechanism Log**

A sample format for logging summary details of each comment response and grievance is provided in appendix 1. As noted above hard and soft copies should be kept on file.

### **Note:**

If it is a comment, the commenter will receive a copy if he/she requests one whereas, if it is a Grievance, the aggrieved shall always receive a copy once complete for their own records.

## **6.8 Initial Response Template**

The template in Appendix 1 is an example of what should be used for providing the initial response to the aggrieved. This should be written on headed paper. This response must be sent within 7 days of the grievance being entered into the logbook.

## **7.0 MONITORING AND REVIEW**

It is vitally important to monitor the effectiveness of the comment response and grievance mechanism. Appropriate measures and key performance indicators for this include monthly reporting on the number of grievances received, resolved and outstanding. This will be undertaken by the M&E Unit and reported to PMT and the project Coordinator. As part of the semi-annual review/report, analyzing the trends and time taken for grievance resolution will help to evaluate the efficacy of the response and grievance mechanism. As part of stakeholder engagement and consultation, involving the views of the stakeholders for whom the Comment Response and Grievance Mechanism is designed in this monitoring and review will help to improve effectiveness and stakeholders' acceptance.





## Appendix 2: Grievance Logging Form

Table 4: Grievance Logging Form

Contact Details of Complainant	Name:		
	Address:		
	Tel:		
	E-mail:		
How would you prefer to be contacted?	In Person	By phone	By email
Details of your comments, grievance, recommendation. Please describe the problem, how it happened, when, where and how many times, as relevant			
What are the complainant's suggestions to resolve the grievance?			
Details of how Grievance Submitted	In Person:		
	In Writing:		
	By Phone:		
	Other		
Signature of Complainant(s)			Date
Name of Person Receiving Complaint			Date Logged



### Appendix 3: Grievance/Inquiry Notification Form

Table 5: Grievance/Inquiry Notification Form

<b>GRIEVANCE ACKNOWLEDGEMENT</b>	
<i>Instructions: This form is to be completed by the [Project Coordinator] and mailed or delivered to the complainant.</i>	
Date Grievance Received:	Tracking Number:
Grievance Received (check v): <input type="checkbox"/> District <input type="checkbox"/> Shehia/village <input type="checkbox"/> Scheme	
Mode of Filing Inquiry or Grievance (check v): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____	
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>  Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female Age:.....	
Contact information for the Person Raising Grievance: <i>(information is optional and confidential)</i> Email: ..... Phone: ..... Address: .....	
Notification Details: This is to notify that your complaint (s) are related to..... was/were received by the TFSRP Project Coordinator. The category over which your grievances fall are indicated in the summary table below. You are hereby informed that you will be notified on the response of your complaints within fourteen (14) days from the date your grievance was received.  Name of the Project Coordinator:..... Contact Address: ..... Signature: .....                      Date:.....	

	<b>Summary of the Grievance and Suggestions</b>	<b>Tick all that Apply</b>
<b>Category 1</b>	Safeguards, including compensation disputes, land allocation and delays in compensation	
<b>Category 2</b>	Grievances regarding violations of policies, guidelines and procedures	
<b>Category 3</b>	Grievances regarding contract violations	
<b>Category 4</b>	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns	
<b>Category 5</b>	Grievances regarding abuse of power/intervention by project or government officials /GBV	
<b>Category 6</b>	Grievances regarding PMT staff performance	
<b>Category 7</b>	Reports of force majeure	
<b>Category 8</b>	Suggestions	
<b>Category 9</b>	Appreciation	

**Appendix 4: Grievance/Inquiry Response Log Form**

Table 6: Grievance/Inquiry Response Log Form

<p><i>Instructions: This form comprises two parts: Part A is the response of the committee handling the grievance against the complaints raised by PAPs or other stakeholders. Part B is the clearance/approval of satisfaction or un-satisfaction of the committee response against his/her complaints</i></p>	
<p><b>PART A: FOR OFFICIAL USE ONLY:</b></p>	
<p>Reg. Number:</p>	<p>Date Opened:</p>
<p>Name of the Recorder:</p>	<p>Contact Number:</p>
<p>Location:</p>	
<p>Category and classification of complaints or suggestion raised:</p>	
<p>Comments from Grievance Handling Committee</p>	
<p>Resolved: <input type="checkbox"/></p>	<p>Referred <input type="checkbox"/></p>
<p>Closed: <input type="checkbox"/></p>	
<p>Reasons for Referral: .....</p> <p>.....</p>	
<p>Name &amp; Signature of Officer</p> <p>.....</p>	
<p>Date: .....</p>	

**NB: This form will be filled after the committee sits and discusses the complaints and agreed on the responses/solutions**

**PART B TO BE FILLED BY PROJECT AFFECTED PERSON/COMPLAINANT**

Unsatisfactorily handled

Satisfactorily Handled:

The information filled above is true and correct to the best of my knowledge.

Signature of Complainant:

Date: .....

.....

Comments from Grievance Handling Committee

Resolved:

Referred:

Closed:

Name and Signature of GHC Officer:

.....

Date: .....

## Appendix 5: Grievance Resolution Form

Table 7: Grievance Resolution Form

Contact Details of Complainant	Name:	
	Address:	
	Tel:	
	E-mail:	
Grievance Number		
Summary of Grievance		
Is the Complaint Project Related?	No	
	Justification:  Communication to Stakeholder (information, form and date):  Acceptance by Stakeholder:  Yes _____ No _____	
	Yes	
	Cause:  Communication to Stakeholder (information, form and date):	
Agreement Reached to Resolve Grievance	Yes _____ No _____	
	Form of the agreement	
Next Steps (either to implement resolution or resolve grievances with dates and responsible parties)		
Signature of Complainant(s)		Date
Signature of Grievance Committee		Date Logged

**Appendix 6: The GRM flow chart of Grievance Resolution**

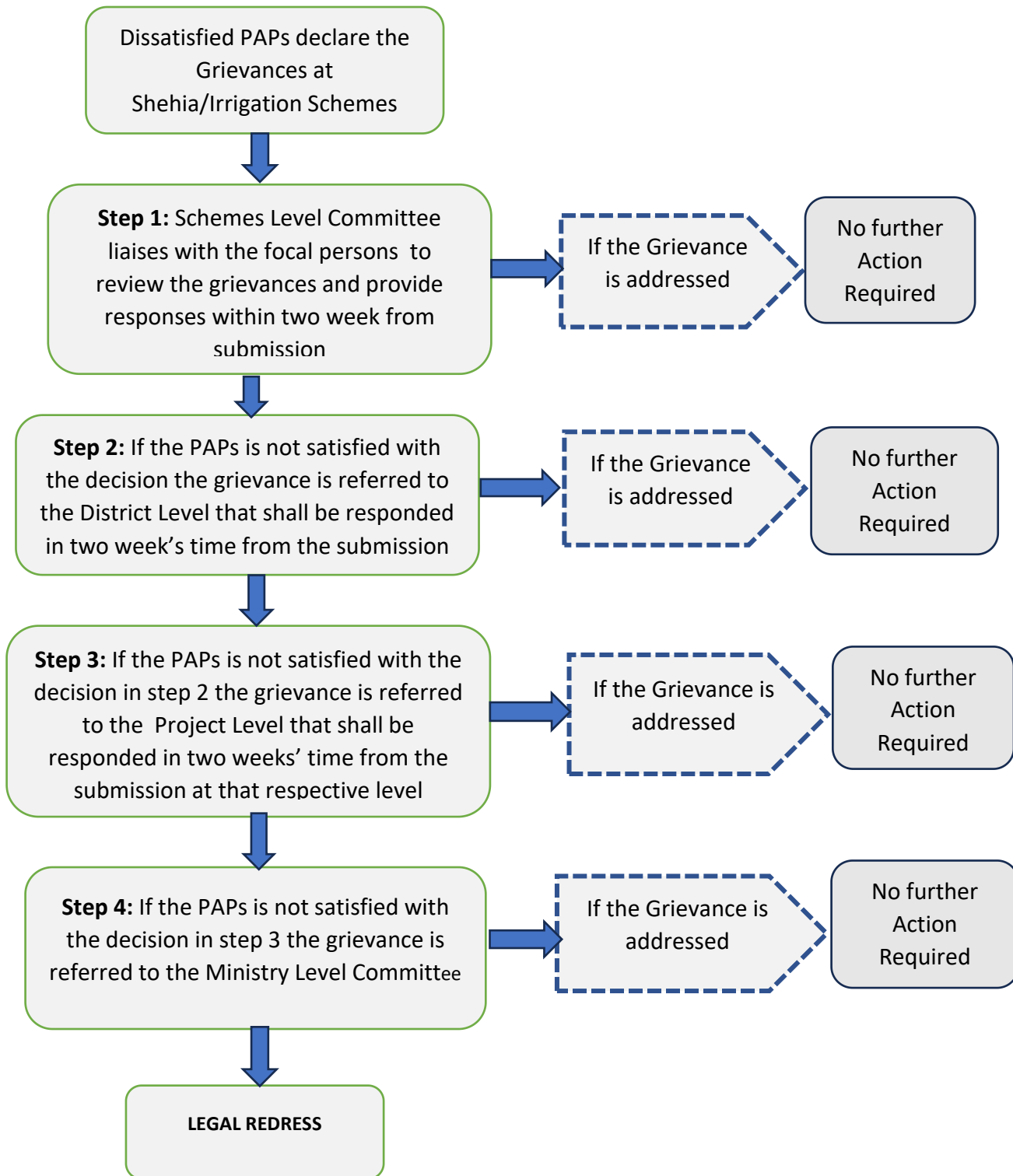


Figure 2: The GRM flow chart of Grievance Resolution

## Appendix 7: Budget for GRM Operationalization

Table 8: Budget for GRM Operationalization

Broad Activities	Sub-activities	TIME FRAME							
		Source of Funding	Quantity	Unit Cost	Total Cost	Q1	Q2	Q3	Q4
Establishment of GRM committee, awareness of GRM procedure and operation aspect of Grievance Management	Preparation and printing of awareness materials	IDA	1	600	600				
	Provide Awareness and Trainig on GRM (PAPs, Scheme leader and SMS)	IDA	1	1200	1200				
	Consultation meetings with responsible Authority at District and Scheme levels to for the formulation of Program GRM committee and explain their roles and responsibilities	IDA	1	1300	1300				
	Collect farmers and Stakeholders complaints from Shehia, Schemes and District levels	IDA	1	600	600				
	Technical meeting to discuss the reported complaints from the farmers and Stakeholders for getting resolution	IDA	2	1150	2300				
	<b>TOTAL</b>				<b>6000</b>				