



# Grievance Redress Mechanism

Smallholder Agribusiness and Resilience Project  
(SARP)

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## **Forward**

This Grievance Redress Mechanism (GRM) is an organized system which supports to provide acceptable solutions for any grievance created by activities of SARP. Further, the GRM has identified and assigned institutions, instrument, method and process to support for the grievance redress.

Hence, We the PMU of SARP are inviting any person/s, institution/s or parties etc. to submit their grievance/s related to the project activities using this mechanism for resolution in independent, transparent and timely manner.

Project Director

PMU of SARP

# **Enhanced Complaints Procedure for Smallholder Agribusiness and Resilience Project (SARP)**

## **1. Introduction**

The purpose of this document is to outline SARP's Grievance Redress Mechanism (GRM). SARP ensures that all activities and financing are designed and implemented in accordance with the policies, standards, procedures and safeguards of the Government of Sri Lanka (GoSL) and the International Fund for Agricultural Development (IFAD).

SARP invites all stakeholders to use this mechanism to report and resolve concerns and complaints, who believe they have suffered, or might suffer or harm by SARP's activities.

### **1.1 Overview of SARP's Grievance Redress Mechanism (GRM)**

#### **Purpose and mandate**

The purpose of this document is to layout rules and processes applicable for the mechanism and ensures a clear entry point and transparent process for people and communities to raise complaints concerning SARP supported activities, projects or programmes.

The procedure aims to:

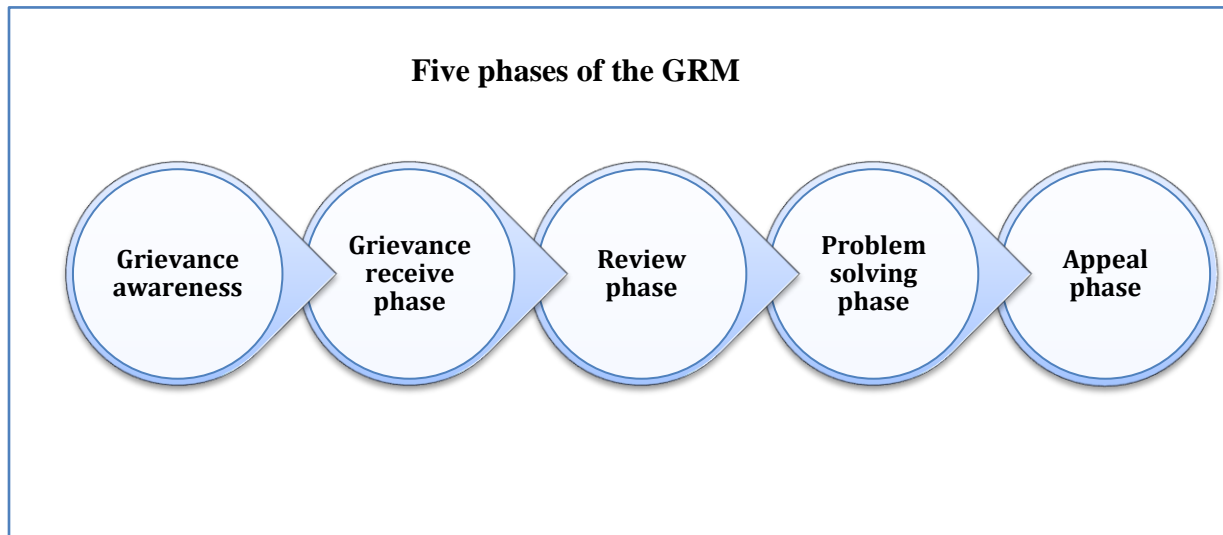
- i. Facilitate the resolution of complaints in a fair, independent, transparent, accessible and constructive manner.
- ii. Foster public accountability and transparency
- iii. Reduce the risks of harm to people and the environment
- iv. Enhance the social, environmental and climate outcomes of SARP's projects or programmes
- v. Serve as a source of continuous institutional learning

The procedure is neither a legal enforcement nor a judicial process or mechanism. It serves as an avenue for addressing concerns, promoting a mutually constructive Grievance Redress Mechanism (GRM) between SARP and the involved parties through a problem-solving process, as well as through an impartial review process.

## 2. The GRM is organized in five phases

It aims to resolve issues about social, environmental and climate impacts generated at the Agrarian Service Centre level by project activities through a neutral, transparent and collaborative problem-solving manner. The mechanism has four phases (figure-1).

Figure 1: Five phases of the GRM



## 3. Institutional structure and functions

Communities, individuals and women who believe that they are affected by any SARP activity/activities; may submit complaints, concerns through the mechanism. And further related matters on corruption, exploitation and/or abuse etc. or any other event can also be complained; to the Village Level Grievance Committee, Divisional Grievance Committee (DGC), District Multi Stakeholder Committee (DMSC), Hub Level Grievance Committee, Grievance Committee at Project Management Unit and National Steering Committee.

Grievance may be any verbal, written, telephone or electronic versions. An authorize person who obtained the grievance should record it using proper format and should report to the relevant committee.

Coordination of the whole process is a responsibility of the area coordinator of SARP appointed to the hub office.

All the committees should be decided their quorum at the first stage regarding the GRM matters.

Following table 01 shows responsibilities of each Committee related to the GRM.

**Figure 2: Institutional Arrangement and their responsibilities of GRM**

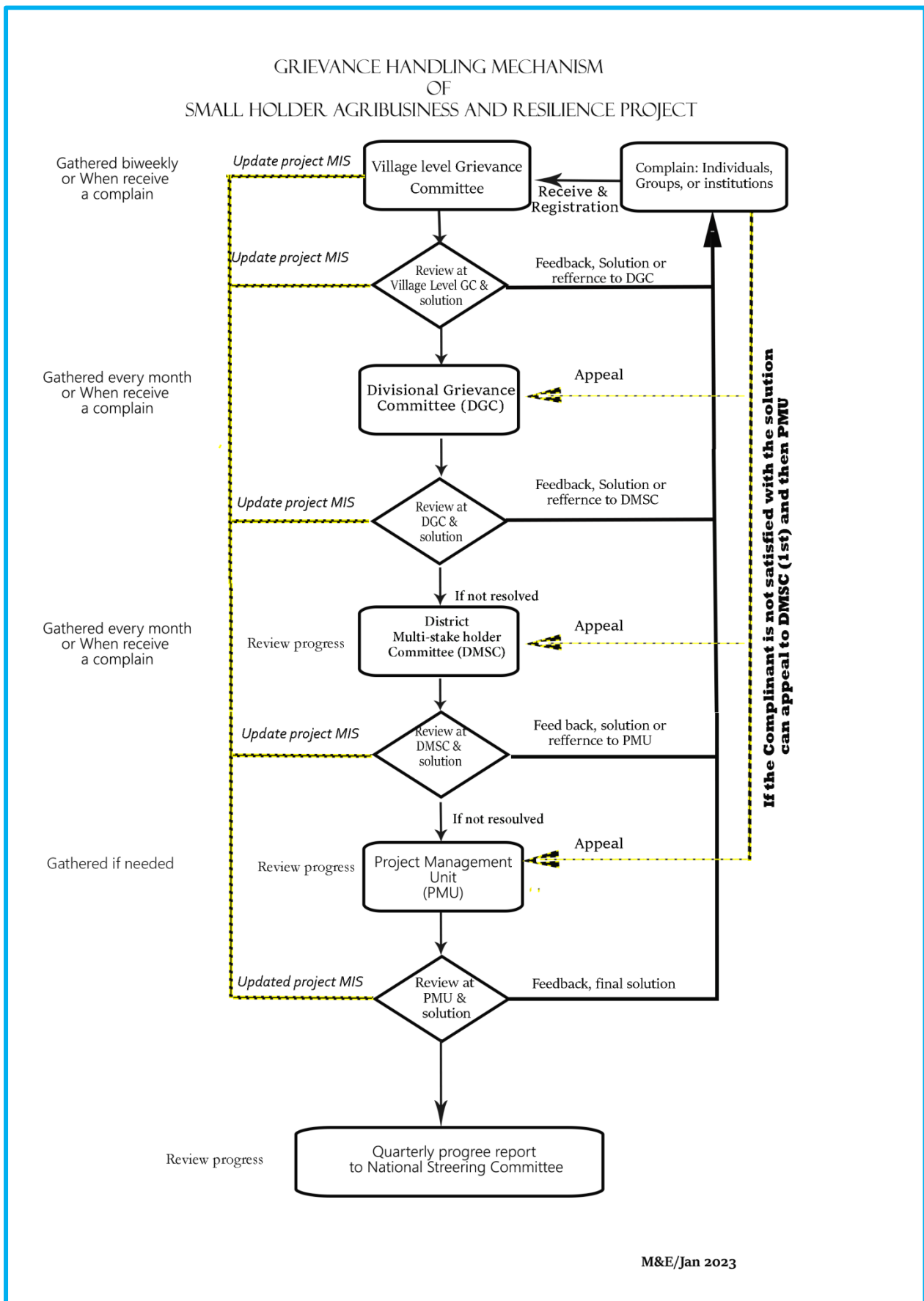
<b>Committee</b>	<b>Members</b>	<b>Responsibilities and time period</b>
Village Level Grievance Committee  Any Officer working for SARP- lead by social Inclusion and Gender Facilitators	All members of tank-based community development forum	Gathered bi-weekly or with the requirement. Receive grievance, registration and issue acceptance note. Assess admissibility of the complaint, if rejected; feedback to the complainer including reasons for rejection. Investigation, Review and resolve the grievance which could be resolved at the 2 weeks' time. Give feed back to the complainer Other complains should be directed to the next level; Divisional Grievance Committee (DGC) Report the progress to the project MIS
Divisional Grievance Committee (DGC)	Divisional Secretary (Co-chairman) Area coordinator of SARP (Co-chairman) Relevant Sector officers, SARP -HUB HUB based Engineers, SARP Divisional Officer of DAD Regional Forest Officer, FD Service Provider Representative <sup>1</sup> Grama Niladhari (relevant division) Farmer Organization Representative (relevant FO) Secretary- should be one of the Hub based official	Gathered every month or with the requirement. Registered grievances at ASCs, Area hub office, District Offices shall be directed to the DGC Receive the grievance, registration and issue acceptance note. Assess admissibility of the complaint, if rejected; feedback to the complainer including reasons for rejection. Investigation, Review and resolve the grievance which could be resolved at the DGC level; 2 weeks' time Grievance identified as unresolvable at DGC level will be referred to the DMSC; 01-week time from receive date Recommendation to the DMSC regarding the way forward of the project activity if needed. Feedback to the complainant. Report the progress to the project MIS
District Multi Stakeholder	District Secretary - Chairman Members of the DMSC are respective districts officials (Annex-1)	Gathered every 1 month or with the requirement

<sup>1</sup> Service provider representative may differ according to the nature of the grievance.

Committee (DMSC)	<p>HUB based Engineers, SARP</p> <p>Area coordinator, SARP - Secretary for the grievance committee</p>	<p>Receive grievance forwarded from DGC or appeal and issue acceptance note</p> <p>Review the grievance comprehensively and resolve - 3-week time</p> <p>If required temporary suspend the particular project activity until a favourable solution is defined.</p> <p>Feedback to the complainant</p> <p>Grievance identified as unresolvable at DMSC level will be referred to the PMU; 01-week time from receive date</p> <p>Report the progress to the project MIS</p>
Grievance Committee at Project Management Unit	<p>Additional Secretary, MOA- Chair</p> <p>Project Director – Co chair</p> <p>Director/ Development, MOA</p> <p>Respective sector specialist, SARP</p> <p>Project accountant, SARP</p> <p>Senor Project Engineer, SARP</p> <p>Respective Area coordinator of SARP</p> <p>Social Inclusion and Institution</p> <p>Specialist has overall responsibility of the committee</p>	<p>Receive the grievance or appeal and issue acceptance note</p> <p>Review the grievance comprehensively</p> <p>Feedback to the complainant; 4 week time</p> <p>Submit quarterly report to the NPSC</p> <p>Report the progress to the project MIS</p>
National Steering Committee: NPSC	<p>Secretary, Ministry of Agriculture; Chair</p> <p>Chief Secretaries of Each province of the relevant project Area</p> <p>District Secretaries of the six districts</p> <p>Representatives of Ministry of Finance (ERD, NPD)</p> <p>Director General - Department of Agriculture (DOA)</p> <p>Commissioner General - Department of Agrarian Development (DAD)</p> <p>Director General -Department of Irrigation</p> <p>Conservator General – Department of Forest</p> <p>Director General -Wildlife Department</p> <p>Director General -Department of Animal Production and Health</p>	<p>Quarterly review the progress of grievance resolution</p>

Figure 2: illustrates the steps of the procedure from receipt of the complaint handling procedure

**Figure 3: Grievance handling procedures**





#### **4. Eligibility and exclusion of complaints**

Complaints can be submitted their grievances in the language of the complainant(s) by letter, email, and/or web form available at SARP's web site ([www.sarp.lk](http://www.sarp.lk)). Any communication thereafter will be in Sinhala/Tamil/English with – if applicable – a translation in the language of the complainant.

- i. The complainant is requested to include the following information:
- ii. Identification of the project/programme subject to the complaint(s);
- iii. Clear description of alleged adverse impact(s) of the project and supporting evidence to the extent possible. This includes a description of the alleged harm.
- iv. Name and contact details of the (representative of) the person(s) or community affected by the project with details of the service provider who cause for emerging of particular grievance if applicable;
- v. If the complainant(s) choose that their identity/identities be kept confidential, the request for confidentiality shall be submitted together with the complaint.

#### **5. Complaint handling procedures**

When a complaint is received, DGC will first assess its admissibility. For the complaints to be considered, the following eligibility criteria must be met:

The complainant alleges that they have been or may be harmed by an SARP-funded project/programme.

The complainant is a resident (or group thereof) of the project area. This criterion does not apply to a representative, provided there is written evidence of the authority to act on behalf of the complainant. Complaints must relate to projects/programmes currently under implementation, or have been closed for a period less than 24 months.

#### **6. The following complaints will not be considered eligible:**

- i. Complaints submitted more than 24 months after the project/programmes closing date.
- ii. Matters not related to SARP's actions.
- iii. Matters already answered or considered ineligible by the procedure, unless complainants have new evidence previously not available to them and unless the subsequent complaint can be readily consolidated with the earlier complaint.
- iv. Submissions from third parties who do not represent the complainant or who are anonymous

#### **7. Registration of the complaint – Receiving phase**

After receipt of a complaint, the DGC will send the complainant an acknowledgement of receipt informing the complainant of the date by which the Committee will determine the eligibility of the complaint, and whether additional information is required.

## **8. Assessment phase /Review phase**

Once a complaint is deemed eligible and registered as such, the DGC will initiate the assessment process.

During this phase, the DGC will carry out an assessment of the complaint to:

- i. Develop a thorough understanding of the issues and concerns raised;
- ii. Consult all the Committee members regarding the complaint
- iii. If necessary, the committee can consult/question other agencies or persons related to the case.
- iv. Engage with the complainant, the borrower/recipient/partner, and the DMSC or PMU
- v. Identify local communities and additional stakeholders as relevant; and
- vi. If deemed necessary, the DGC may recommend to DMSC that the relevant project/programme's activities be suspended until the final settlement of the complaint/grievance.

At the end of the assessment phase, the complainant may decide whether the issues raised are addressed by the DGC in a satisfactory way or to proceed with the DMSC or higher level. The complainant may, at any time, decide to withdraw from the process altogether.

In all cases, the DGC shall prepare a report to PMU and disclose the outcomes of the assessment to the public after consultations with the complainants. The draft assessment report should be prepared by the DGC and include followings;

- i. A summary of the information gathered and parties' perspectives of the issues raised
- ii. An action plan with timeframe for implementation, and appointment of a mediator if relevant
- iii. A copy of the responses from the complainant (anonymized if necessary) and from the borrowers/recipients/partners
- iv. The draft assessment report will be shared with all parties. The report will incorporate any comments received and will be uploaded in the complaint's registry.

## **9. Problem-solving process**

The complaint will be properly addressed by this phase. If the complaint is not successfully addressed in the assessment phase, the DGC will facilitate the resolution of any social, environmental or climate harm caused by the project through a neutral, transparent, collaborative and constructive problem-solving approach. DGC can involve in facilitation and information sharing, fact-finding missions or site visits or mediation.

## **10. Retaliation**

The key principle underlying the procedure is that every individual or group has the right to voice their criticisms or file complaints in relation to SARP's project/programme without threats to their safety or fear of retaliation.

## 11.Outreach and training

The PMU will train all representative committee members regarding the GRM, process, procedures. Project stakeholders will be made aware the system.

### 11. Administrative Budget, 2023-2027

	Item	Activity	Budget LKR.	District	Total LKR
	Awareness on the grievance mechanism	Awareness programs 5 per 1 district, total 30 awareness  By SARP web site Fb page	Planned to do in combine with other SARP programs		-
1	Outreach, GRM mechanism	Preparation of Grievance Complain Boxes indicating the name of the project  Important detail (contact persons, telephone, whats app, face book, grievance redress mechanism with time frame) will print on the box  Display relevant forms, print 1000 forms  Grievance registry book	Rs.1400.00 per 1 box (prepare with suitable low-cost cardboard box)        Rs.200.00x204 books	204 box. (173 community dev. Forums+ 31 DSDs)	285,600.00        40,800.00
2	Capacity building	Capacity building on GRM and solving issues for the committee members-work shops	Rs.20,000.00 per 1 workshop ((workshop cost with document charges)	12 Workshops	240,000.00
	Miscellaneous expenditure				53,600,000
	<b>Total</b>				<b>640,000.00</b>

## **12. Annexes**

Annex-1: Composition of DMSC of each district

Annex-2: Forms used for the GRM

GRM-1 form; Grievance acceptance note

GRM-2 form; Grievance reporting form

GRM-3 form; Feedback note: solution, rejection, refer to next level

GRM-4 form; referring note to the next level

GRM-5 form; reporting progress to the MIS (will be developed)

**Annex-1: Composition of DMSC of each district (this is specially shown because membership has small differences in each district)**

District	Representatives of the DMSC
<b>Puttalam</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative-North Western Province
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Land)
	Divisional Secretary/Secretaries of the project hotspot area
	Director (Planning), District Secretariat
	District Director of Agriculture, District Secretariat
	Deputy Commissioner, Department of Agrarian Development
	Provincial Director, Department of Agriculture
	Provincial Director – Provincial Irrigation-North Western Province
	Provincial Director of Provincial Animal Production and Health
	District Director, Department of Irrigation
	Divisional Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation
	Deputy Director, Central Environment Authority - District office
	Director – Provincial Environment Authority-North Western Province
	Representative from Chamber of Commerce Puttalam District
	Area coordinator – SARP- Hub 1 office

<b>Kurunegala</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative-North Western Province
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Land)
	Divisional Secretary/Secretaries of the project hotspot area
	Director (Planning), District Secretariat
	Deputy Commissioner, Department of Agrarian Development
	Provincial Director, Department of Agriculture
	District Director of Agriculture, District Secretariat
	District Director, Department of Irrigation
	Provincial Director – Provincial Irrigation-North Western Province
	Provincial Director of Provincial Animal Production and Health
	Divisional Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation
	Assistant Director, Central Environment Authority District office
	Director – Provincial Environment Authority - North Western Province
	Representative from Chamber of Commerce Kurunegala District
	Area coordinator – SARP Hub 1 office

<b>Matale</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative-Central Province
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Land)
	Divisional Secretary/Secretaries of the project hotspot area
	Director (Planning), District Secretariat
	Deputy Commissioner, Department of Agrarian Development
	Provincial Director of Provincial Animal Production and Health
	Provincial Director, Department of Agriculture
	Provincial Director, Provincial Irrigation-Central Province
	District Director of Agriculture, District Secretariat
	District Director, Department of Irrigation
	Divisional Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation
	Deputy Director, Central Environment Authority District office
	Representative from Chamber of Commerce Matale District
	Area coordinator – SARP Hub 1 office

<b>Anuradhapura</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Land)
	Divisional Secretary/Secretaries of the project hotspot area
	Provincial Director, Department of Agriculture
	Provincial Director – Irrigation (North Central Province)
	District Director of Agriculture, District Secretariat
	District Director, Department of Irrigation
	Deputy Commissioner, Department of Agrarian Development
	Deputy Director of Provincial Animal Production and Health
	District Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation
	Assistant Director, Central Environment Authority, District office.
	Representative from Chamber of Commerce Anuradhapura District
	Area coordinator - SARP



<b>Vavuniya</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Admin)
	Divisional Secretary/Secretaries of the project hotspot area
	Director (Planning), District Secretariat
	Provincial Director, Department of Agriculture
	District Director of Agriculture, District Secretariat
	District Director, Department of Irrigation
	Deputy Commissioner, Department of Agrarian Development
	Deputy Director of Provincial Animal Production and Health
	District Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation.
	Assistant Director, Central Environment Authority, District office.
	Representative from Chamber of Commerce Vavuniya District
	Area coordinator - SARP

<b>Mannar</b>	<b>District Secretary- Chairman</b>
	<b>Members</b>
	Provincial Agriculture Secretary/Representative
	Deputy Chief Secretary (Planning)
	Additional District Secretary (Land)
	Divisional Secretary/Secretaries of the project hotspot area
	Director (Planning), District Secretariat
	Provincial Director, Department of Agriculture
	District Director of Agriculture, District Secretariat
	District Director, Department of Irrigation
	Assistant Commissioner, Department of Agrarian Development
	Deputy Director of Provincial Animal Production and Health
	District Forest Officer, Department of Forest
	District Assistant Director, Department of Wildlife and Conservation
	Assistant Director, Central Environment Authority, District office.
	Representative from Chamber of Commerce Vavuniya District
	Area coordinator - SARP

RM-1

**FORMAL GRIEVANCE ACCEPTANCE NOTE**  
**[THIS FORM MUST BE COMPLETELY FILLED OUT]**

**Basic information of the complaint**

Name of complainant:.....

Reference No: .....

Date submission:.....

The complaint was registered in the complaint register at  
.....(name of the Agrarian Service Centre/ Divisional Secretariat/ Project District Hub office)

Next Step is referring to the Divisional Grievance Committee.

Name of the grievance administrative official:  
.....

Contact Telephone No for further information.....

Signature of the grievance administrative official:

Date:

GRM-2

**FORMAL GRIEVANCE**  
[THIS FORM MUST BE COMPLETELY FILLED OUT]

**Section –i: Personal information**

Name of complainant:.....

.....

Home address:.....

.....

Telephone No.....

Date:.....

GN Division:.....

Divisional Secretariat.....

Village/town:.....

Agrarian Service Centre:.....

District:.....

Disclosure the complaint publicly (please mark √)

Agree:.....

Disagree:.....

**Section –ii: Information on grievance**

Date, time and place of event leading to grievance:

How you aware the event: Date you became aware of the event, (if different):

**Detailed description of grievance including names of other persons involved:**

**Proposed solution to the grievance:**

Signature of complainant/ representative (if representative please provide name and contact No.)

Date

GRM-3

**FORMAL GRIEVANCE FEEDBACK NOTE**  
**[THIS FORM MUST BE COMPLETELY FILLED OUT]**

**Complaint handling level: (please mark √)**

DGC	
DMSC	
PMU	

**Basic information of the complaint**

Name of complainant:.....

Reference No: .....

Date submission:.....

**Steps taken to resolved the complaint:**


**Name of the grievance administrative official:**

.....

Contact Telephone No.....

Signature of the grievance administrative official:

Date

GRM 4

**FORMAL GRIEVANCE REFERENCE TO NEXT LEVEL NOTE**  
**[THIS FORM MUST BE COMPLETELY FILLED OUT]**

**Basic information of the complaint**

Name of complainant:.....

Reference No: .....

Date submission:.....

**Brief description about the complaint:**

**Attachments forwarded: (please mark  $\checkmark$ )**

Form/Document	Attached	Not attached
GRM form-1		
GRM form-2		

**Steps taken to resolved the complaint and the level (DGC/DMSC)**

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.....

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.....

.....

Name of the grievance administrative official:  
.....

Contact Telephone  
No.....

Signature of the grievance administrative official:  
Date