

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED**

**'We Light Up Your Life'**



**GRIEVANCE REDRESS MECHANISM (GRM)**

**FOR**

**TANZANIA – ZAMBIA INTERCONNECTION PROJECT**

**OCTOBER, 2020**

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## **ABBREVIATIONS AND ACRONYMS**

CBOs	Community Based Organizations
ESMP	Environmental and Social Management Plan
EAPP	East Africa Power Pool
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
kV	Kilovolt
NGOs	Non-Governmental Organizations
OP/BP	Operational Policies and Bank Procedures
PAPs	Project Affected Persons
SAPP	South African Power Pool
SEA	Sexual Exploitation and Abuse
SEP	Stakeholders Engagement Plan
SH	Sexual Harassment
TANESCO	Tanzania Electric Supply Company Limited
TL	Transmission Line
TAZA	Tanzania - Zambia
WB	World Bank

## **1. INTRODUCTION**

### **1.1 Brief Description of the Project**

The Government of Tanzania through Tanzania Electric Supply Company Limited (TANESCO) under finance from World Bank (WB) is planning to construct 400kV power transmission line from Iringa to Sumbawanga through Mbeya and Tunduma with objective of interconnecting it with Zambia. Also, the transmission line will connect the North West regions of Tanzania to the national grid. The general objective of the project is to increase transit capacities and flexibility of operation of the grid and to improve sustainable electricity supply in Zambia, Tanzania, Kenya and the South African Power Pool (SAPP) as well as East Africa Power Pool (EAPP) countries.

The proposed Iringa - Kisada - Mbeya – Tunduma - Sumbawanga 400kV transmission line is among several proposed 400kV transmission lines to be constructed in the country. The transmission line will interconnect Iringa, Mbeya, Songwe and Rukwa regions and will be used to evacuate power from various generation sources and facilitate power distribution in the regions and also facilitate inter-regional power trade and power exchange with Zambia in the south and with Kenya and Ethiopia in the north. The proposed transmission line will have new substations at Kisada, Mbeya, Tunduma and Sumbawanga and existing substation at Tagamenda in Iringa. The proposed transmission line will be 400kV TL double circuit from Iringa to Tunduma substation. Thereafter one circuit will go to Sumbawanga substation and the other circuit will interconnect with the Zambian Grid to the South.

### **1.2 Purpose of this Document**

This document describes the procedures that will be followed by TANESCO and contractor to address grievances/complaints submitted by the people who may be benefitted or impacted by the project. It intends to provide clarity and predictability on how grievances/complaints will be received, assessed, sorted, resolved and monitored.

Grievance Redress Mechanism (GRM) is an essential tool for facilitating PAPs to voice their concerns about the resettlement and compensation process as they arise and, if necessary, for corrective action to be taken promptly. It provides a mechanism that allows

for the identification and resolution of environmental and social issues affecting the project.

The central aim of this Grievance Redress Mechanism (GRM) is to address complaints of stakeholders by receiving complaints, address them daily. GRM should have track system for each complaint and close the complaint after it is resolved. This document is designed to improve the company's current procedures for managing grievances and complaints in accordance with international best practices i.e World Bank Operational Policies and Bank Procedures (WB OP/BP).

This established GRM should be accessible to all stakeholders, including those directly affected by the project (PAPs), those who benefits from the project, those wishing to raise concerns or needing feedback from the project, religious, gender, special groups, specifically women and vulnerable and the general public. A grievance redress mechanism is a process for receiving, evaluating, and addressing project-related complaints from affected communities at the level of the project.

In addition, this GRM will help to improve the Project social performance since the number and nature of the received grievances and complaints is an indicator of the manner in which the Project is conducted and the behavior of communities, employees and contractor. A high number of grievances will indicate the need for adjusting some procedures and practices in order to reduce the level of negative impacts or conflict with the local population. It is expected that the effective implementation of this GRM will help to establish good relations between the Project/ Contractor and the local community/ the affected community.

This GRM is to be used in conjunction with the other related tools including site-specific Environmental and Social Management Plan (ESMP) and Stakeholders Engagement Plan (SEP). An effective grievance mechanism is an important channel for feeding information from communities into the company and functions as an integral part of a community engagement and internal communications program. The GRM will apply to TAZA project and all stakeholders who will be involved during implementation of TAZA project.

**The specific objectives of this GRM are as follows:**

- ❖ To create accessible, responsive and demonstrably fair channels to resolve communities' grievances and complaints in a mutually acceptable process.
- ❖ To implement effective dialogue and open lines of communication with the public.
- ❖ To create an extra channel for receiving information about community grievances and complaints with the company.
- ❖ To serve as a release valve for community and worker grievances and complaints stemming from a project and provides early warning of potential problems that are developing.
- ❖ To prevent and address all forms of Gender Based Violence (GBV) and Sexual Harassment (SH) and Sexual Exploitation and Abuse (SEA) incidents that potentially happen at workplace and community level
- ❖ To prevent unrealistic expectations or negative perceptions from the local population towards the Project.
- ❖ To establish a system of investigation, response and quick grievance resolution.
- ❖ To prevent grievances and complaints from accumulating and escalating to conflicts such as protests, sabotage or strikes that can be very costly to a company in terms of its reputation and in terms of work time, land access or additional demands.
- ❖ To allow the company to understanding the project risks associated with a grievance. Protests, campaigns and strikes can arise from 'unfounded' grievances or misunderstandings as well. The grievance mechanism provides one channel that a company can use to rectify these sorts of misunderstandings or explain why a grievance is unfounded or is not within the company's jurisdiction.
- ❖ To improve the Project social performance through the analysis of grievances and complaints.
- ❖ To maintain confidentiality for stakeholders who may need to raise comments/concerns anonymously

### **1.3 Staffing and responsibilities**

TANESCO will allocate responsibilities to the GRM specialist who will work in collaboration with project staff particularly Project Coordinator, Project Engineers, Surveyor, Environmental Officer and Sociologist. The responsibilities of GRM specialist include:

- ❖ Overall management of the GRM;
- ❖ Facilitating awareness of GRM;
- ❖ Receiving and resolving project complaints and concerns;
- ❖ Collaborating with concerned Village Offices in resolving and addressing complaint(s);
- ❖ Preparing and organizing materials for information and awareness;
- ❖ Budgeting for the operationalization of the GRM;
- ❖ Reporting and providing feedback on GRM results;
- ❖ Preparing report as it may be required.

## **2. GRIEVANCE REDRESS MECHANISM**

### **2.1 Grievance types**

The GRM will allow and receive all project-related grievances and complaints such as grievances and complaints about the public consultation process, land acquisition, construction impacts, grievances about social and environmental performance, economic conditions, cultural contexts, child labor, gender discrimination, sexual harassment, racism etc. The anticipated types of grievances and complaints for the project are as follows;

- ❖ Social issues – land acquisition (not satisfied with compensation paid), Inventory mistakes made during census survey as well as inadequate valuation of properties; infrastructure/ property damage such as crops/trees that were not compensated that are out of the wayleave corridor
- ❖ Sexual harassment - Unwelcome sexual advances, requests for sexual favors, and other unwanted verbal or physical conduct of sexual nature
- ❖ Child labor - In accordance with provisions of Employment and Labour Relations Act, 2004, minimum age for employment is 14 years. A child of fourteen years of age may only be employed to do light work, which is not likely to be harmful to the child's health and development. Employment of a child must not affect the child's attendance at school, participation in vocational orientation or training programmes approved by the competent authority or the child's capacity to benefit from the instruction received. (Source: §5 of the Employment and Labour Relations Act 2004)
- ❖ Gender Based Violence (Includes inflict physical, sexual or mental harm or suffering, threats of such acts, coercion and other deprivation of liberty including gender-based discrimination during recruitment). Gender-based violence (GBV) has gained international recognition as a grave social and human rights concern. In Tanzania, GBV has become a major problem due to negative cultural beliefs and practices, existing gender norms, and economic, social, and gender inequalities. Victims of GBV can be any age and sex, including women, men, girls and boys. GBV is related to socially defined norms of gender and sexual identity and can be carried out by intimate partners, family members, community members,

people of authority, and others. These acts can take place at home, in public, or in institutions. (Ministry of Health, Community Development, Gender, Elderly and Children [MOHCDGEC]. 2017. Gender-Based Violence and Violence against Children). Tanzania police stations has set up special desks for gender violence cases. Women and children report cases of physical and sexual abuse to specially trained policewomen. During project implementation data will be collected from the police station to see if there are cases relating to the project.

- ❖ Sexual Exploitation and Abuse (Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another).
- ❖ Security and safety concerns
- ❖ Employment for local community (Village around the project area).
- ❖ Environmental issue such as dust, water pollution, air pollution, competition for water
- ❖ Social-cultural and misconducts or misbehaviors of project personnel

Other issues related to land acquisition which may lead grievances are:

- ❖ Clerical errors in data entry that leads to delays in processing of compensation for the PAP;
- ❖ Emerging issues such change in ownership of affected properties causing delays to payment of compensation;
- ❖ Disputed ownership of an affected asset particularly where documentation is not reliable;
- ❖ Rejection of a compensation award considered not adequate and representative of market value;
- ❖ Change in mind of compensation mode by a PAP demanding for example land-for-land where only cash payment is preferred;
- ❖ Handling of cultural issues where there are no clearly agreed precedents such as relocation of graves or payment for compensation in a polygamous marriage.

## 2.2 Structure of Grievance Mechanism

The GRM structure will comprise of the following grievance resolution levels:

- ❖ Project Affected Persons (PAPs) -This is where complaints initiated.
- ❖ Village Office;
- ❖ Project Developers (TANESCO District Office and Environment Section);
- ❖ Grievance Committee – This will be formed if TANESCO will fail to resolve the grievance internally and lead to involvement of other members such as District Commissioner’s Office/ District Executive Director’s. District Commissioner will be a chairperson and member from TANESCO will be a secretary. Other members such as Valuers, Land Surveyors, Land Officers, Health officers, police will participate depending with a grievance. District Commissioner will Chair because he is the one who is also signing the compensation schedule if the grievance will be about compensation. District Executive Officer in other situation may also Chair the committee.
- ❖ The structure of complaint resolution, complaint referrals and flow of information is as shown in Figure 1.

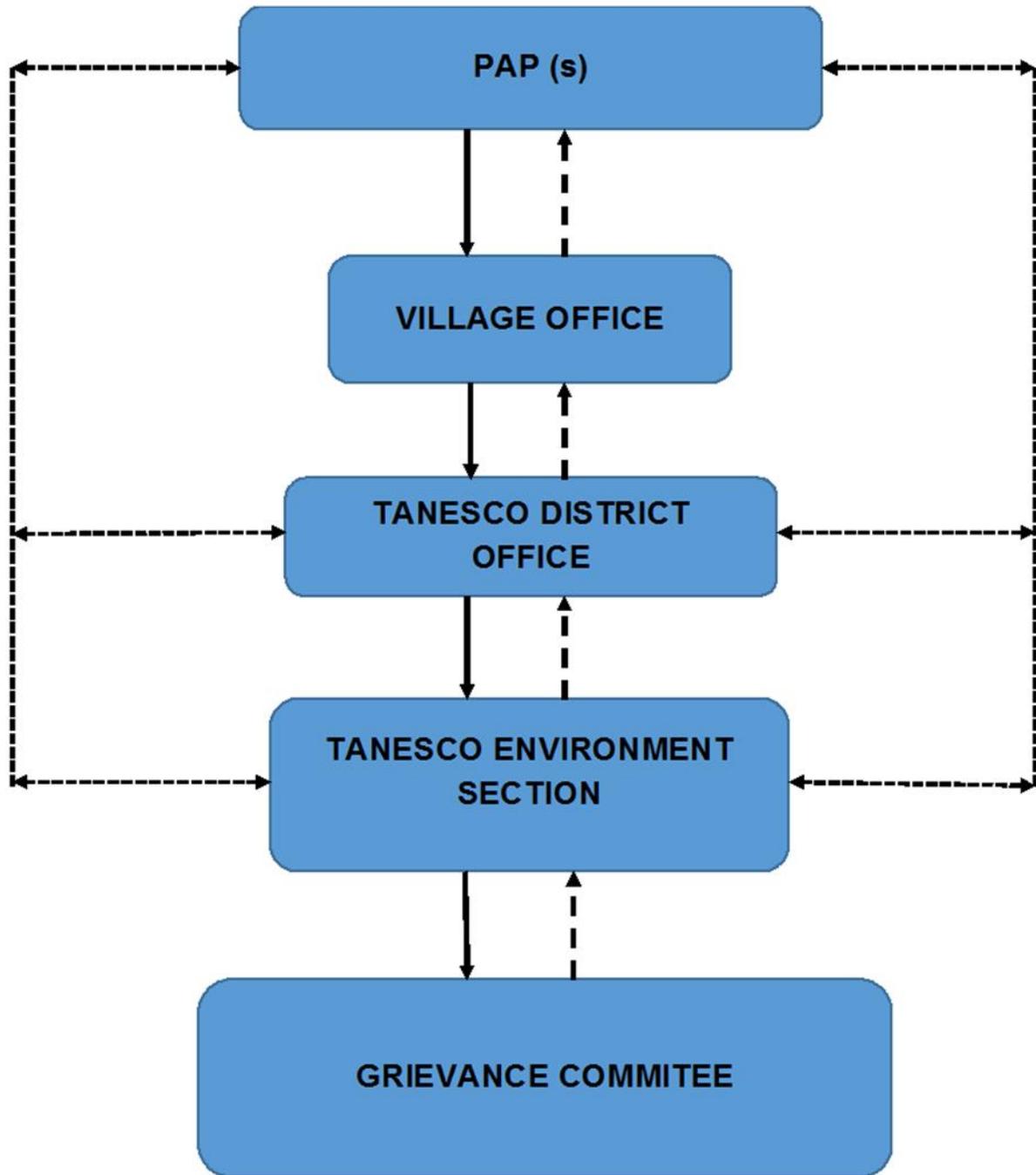


Figure 1: Complaint Resolution Flow Chart

**KEY:**

- i. **PAPs consist of:** PAPs or their representatives.
- ii. **Village Office consist of:** Village Chairperson, Village Executive Officer (VEO), Members of Village Council or its Committee and PAPs.

- iii. **TANESCO District Office consist of:** District Manager, District Technician, Project Engineers and invited stakeholders.
- iv. **TANESCO Environment Section consist of:** GRM specialist, Sociologists, Environmentalists and Land Surveyors.
- v. **Grievance Committee consist of:** District Commissioner, District Executive Director, NGOs and TANESCO representative.

## **2.3 Grievance Procedures**

### **2.3.1 Grievance Management Process**

The GRM will be managed by the Environmental Section who will be trained on GRM, GBV, Sexual Exploitation and Abuse (SEA) and SH handling. TANESCO staff i.e GRM specialist in collaboration with Sociologists, Environmental Experts and Land Surveyors under the section will be dedicated for documenting all grievances/complaints received and preparing a narrative summary of the complaints for the company information keeping. Complainant(s) will channel their complaints through their respective Village Offices. All complaints will be documented in a grievance register (either physical or in a database). The Village Office will resolve the complaint(s) and refer all unresolved complaint(s) by writing a letter to the Managing Director TANESCO Head Office, P.O. Box 453 Dodoma via TANESCO District or Regional offices (TANESCO has branches in all Regions and Districts). PAPs will also be able to write a letter himself/herself directly to TANESCO. In order to fast track, the received complaints will be scanned from the Regional or District level and will be sent to Project Coordinator, designated staff i.e GRM specialist and other staff who will be involved in compensation payment process. The GRM specialist will record and start working on it and the hard copy will be directed to the Managing Director so as to follow normal procedures. At the end both hard copies and all responses will be kept in files specific for TAZA project for record and references. There will also be a file at Regional and District levels and they will keep copies of all received letters from PAPs. The complainant may refer the matter to the appropriate level of land courts or the High Court of Tanzania whose decision will be final. Complaints can be made anonymously and confidentiality will be ensured in all instances, including when the person making the complaint is known.

Depending on the nature and complexity of the grievance, relevant representatives from District Commissioner's Office/ District Executive Director's Office, local police station, health centers, religious institutions, Non-governmental Organizations (NGOs) /Community Based Organizations (CBOs), central government agencies in the project area might be invited to participate in the GRM process. GRM specialist will form a GRM committee depending on the issue that needs to involve other stakeholders. Gender representative and special groups representative like youth, women, elders etc. will be considered.

All grievances are to be solved equally regardless of gender and this shall include full participation and decision making. Gender equality in public life is still a global challenge. Although governments across the world have implemented a range of innovations to advance gender equality, significant gaps remain. Women still lag behind men in access to decision-making and leadership positions in public and economic life.

Contractors needs orientation training on WB GBV best practice note. And they are expected to develop their own GBV action plan as well as (Code of Conduct) CoC to be used during the project implementation period to prevent and address workplace and community level GBV incidents.

**Table 1: Grievance Redress Channels for TAZA project**

<b>Grievance Resolution Level</b>	<b>Composition</b>	<b>Role</b>	<b>Action/Meeting Frequency</b>	<b>Indicator</b>
Project Affected Persons (PAPs)	<ul style="list-style-type: none"> <li>• PAPs or their representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Files complaints individually or as a group.</li> <li>• Receives resolution feedback.</li> <li>• May refer complaints to other channel such as court if dissatisfied.</li> </ul>	<ul style="list-style-type: none"> <li>• Any time when feels aggrieved or has a complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback received from GC, Village Office and TANESCO.</li> </ul>
Village Office	<ul style="list-style-type: none"> <li>• Village Chairperson</li> <li>• Village Executive Officer (VEO)</li> <li>• Members of Village Council or its Committee</li> <li>• PAPs</li> </ul>	<ul style="list-style-type: none"> <li>• Receives Complaints from PAPs.</li> <li>• Seats, discusses and resolves complaints.</li> <li>• Keeps records of complaints received and their resolutions (There should be a consent with the complainant)</li> <li>• Provides feedback to PAP(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Any times as complaints are submitted by PAPs. (Within 7 days)</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of resolved complaints</li> </ul>

Grievance Resolution Level	Composition	Role	Action/Meeting Frequency	Indicator
		<ul style="list-style-type: none"> <li>• Forwards unresolved complaints to TANESCO District Offices.</li> </ul>		
TANESCO	<ul style="list-style-type: none"> <li>• TANESCO project Coordinator</li> <li>• TANESCO Environment Section</li> <li>• TANESCO Regional Manager</li> <li>• TANESCO District Manager</li> <li>• Project Engineers</li> </ul> <p><b>Note:</b> Where needed, TANESCO may invite other stakeholders while resolving complaints.</p>	<ul style="list-style-type: none"> <li>• Receives, discuss and resolve all unresolved complaints from Village Offices.</li> <li>• Keeps records of complaints.</li> <li>• May call for Grievance Committee if need arises.</li> <li>• Provides feedback to Village Offices/PAPs.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 14 days from the date of receipt of the complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of resolved complaints</li> </ul>

Grievance Resolution Level	Composition	Role	Action/Meeting Frequency	Indicator
Grievance Committee	<ul style="list-style-type: none"> <li>• District Commissioner</li> <li>• District Executive Director</li> <li>• NGOs</li> <li>• TANESCO representative</li> </ul>	<ul style="list-style-type: none"> <li>• Receives grievances from TANESCO.</li> <li>• Resolves issues referred to it.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 14 days from the date of receipt of the complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of resolved complaints.</li> </ul>

### 2.3.2 Grievance Uptake

Community grievances may be received from a variety of sources, among them being individuals, communities, civic or other non-governmental organizations (NGOs), government officials and others. During Iringa Mbeya RAP study some NGO's were consulted and they are aware with the project. In case of any grievance that will reach their office, they will be able to share with TANESCO. All grievances will be received at the Village office or TANESCO Regional or district office and channeled to TANESCO Head Office through mechanisms of identifying and receiving grievances presented in the table below. Information on these various channels to submit grievance or complaint will be displayed on the notice board at contractor's camp and local government offices around the project area.

**Table 2: Mechanisms to Identify and Receive Grievances**

	<b>Mechanism</b>	<b>Description</b>
1.	Direct contact to the site office/TANESCO District or TANESCO Regional Office	Through phone, letter, email or physically by visiting the construction site or TANESCO office. Anonymous grievances will be accepted by phone or TANESCO suggestion boxes.
2.	Contact with local authorities	GRM specialist will be in constant contact with the local authorities, so that local leaders may articulate any type of grievance.
3.	Visits to local communities	Grievances will be received through GRM specialist - Sociologist or Environmental Officer or Land Surveyor Officer. As part of implementation of Stakeholders Engagement Plan (SEP), these experts will periodically visit the communities to hold meetings with the community members, local authorities, community leaders, etc. Local workers will also be able to express grievances and complaints to their Environmental or Socio Development Officer in their place of work.
4.	Suggestion Boxes	Suggestion boxes will be available to the contractor's office/camp and at TANESCO

		District/Regional offices around the project area. This is potential channel for anonymous grievances for workers and community.
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### 2.3.3 Response and Acknowledgement

#### 2.3.3.1 Response

Once the grievance is received, Environmental Unit through GRM specialist - Sociologist or Environmental Officer or Land Surveyor Officer will record the grievance indicating name of complainants (optional), address of complainants, phone number of complainants, location of complainants, type of grievance, date received, action recommended, responsible person to deal with it, due date, resolution date and resolution summary. For GBV, SEA and SH names will not be indicated anywhere and there will be high level of confidentiality. All records for GBV/SEA/SH cases will be filed in a secure location with limited access to ensure confidentiality. After recording GRM specialist will determine if it is related to the project development. All grievances related to the project development will be responded on the spot and offered immediate resolution while those non-project grievances will be submitted into different body/institution. After receiving and document the grievance, the GRM specialist - Sociologist or Environmental Officer or Land Surveyor Officer will proceed in the following manner:

- ❖ Speak with the person who lodged the grievance to learn as much as possible about the case. What exactly happened? When? Who were the people involved? It is important to listen attentively to the person while he/she expresses his/her grievance. During compensation payment all PAPs will be informed to include their phone number in their letter when raising a complaint.
- ❖ Determine whether the grievance is a grievance, complaint, suggestion or request and assign it to the appropriate process.
- ❖ Determine whether the grievance can be managed by GRM, under its accountability.
- ❖ Determine whether the grievance is a community issue or workers issue. Grievance investigations will be managed in two streams: community grievances will be managed by TANESCO GRM specialist - Sociologist or Environmental Officer or Land Surveyor Officer and worker's grievances will be managed by the responsible institution. For most grievances it will be clear which team should manage it. Grievances by local workers that link to the selection process for hiring may need to be managed by a

combination of the GRM specialist - Sociologist or Environmental Officer or Land Surveyor Officer and the HR team from the contractor. These should be managed through the community process to enable the broadest involvement in the investigation and resolution. For HR issues where workers representatives or the union should be involved, the proper union process should be used.

- ❖ Determine whether the grievance is urgent. Most grievances can be managed through the standard grievance process that will take between two and four weeks to resolve. Occasionally, a grievance may be raised that is more urgent and that is likely to escalate if it is not managed in a more expedient way. The urgency screen enables the contractor to fast-track urgent grievances and convene a senior management committee urgently, so that a response and other intervention can be initiated before a crisis is present.
- ❖ Communicate and explain the grievance to the GRM committee.
- ❖ Determine the possible corrective action(s) or mitigation of the grievance. The nature of the corrective action, the time in which it must be implemented.

GBV, SEA and SH cases are expected to be addressed as per the WB GBV good practice note. GRM people who are dealing with this need to be trained on how to handle this issue and take the complaint based on the principles of confidentiality and a survivor-based approach. Currently no one is earmarked as an expert who will provide training but during implementation of this GRM, TANESCO will find NGO's or individual consultants who can provide trainings on the GBV, SEA and SH. This means that actions following the complaint can be undertaken only with the consent of the survivor. Different ways can be used in making GBV, SEA and SH complaints for instance the use of letters and suggestion boxes. Individuals with GBV, SEA, and SH will be referred to health, legal, and psycho-social services. Consultation will be made with the responsible Ministry (Ministry of Health, Community Development, Gender, Elderly and Children- MoHCDEC) so as to have names of the NGOs that can support these referrals.

### **2.3.3.2 Acknowledgement**

An appropriate written acknowledgement letter should be delivered to the PAP and sometimes it can include an appropriate oral explanation. This will include providing information to people who have submitted a grievance which is not related with the project and who need to submit their grievance to a different body. For anonymous grievances, it

may be appropriate to post an acknowledgement on community notice boards or contractors notice boards.

Once the grievance acknowledgement letter has been delivered, the grievance timeframe should be entered into the grievance log. Other key information to be documented at this stage include: grievance status and whether it will be managed through TANESCO internal process or it will need to cooperate with other people outside the company and it should also include the name of the officer responsible for managing the grievance.

#### **2.3.4 Investigation**

In resolving complaints, the Village Office and TANESCO (GRM specialist), may investigate complaints. For Grievances that require investigation, Village Office and TANESCO (GRM specialist) will determine the appropriate mode of investigation, persons to be involved in the investigation, timeframe within which the complaint should be resolved and agree on the course of action to be taken after investigation.

When determining the persons to be involved in the investigation, Village Office and TANESCO (GRM specialist) will ensure that there is no conflict of interest, i.e. all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses. The Village Office and TANESCO (GRM specialist) will keep records of all the investigation and resolution reached.

The person or persons responsible for investigating the complaint will gather facts in order to generate a clear picture of the circumstances surrounding the grievance. Verification will include site visits, review of documents, meetings with the complainant (if known and willing to engage), and meetings with those who could resolve the issue (including formal and informal village leaders, or other leaders).

Following the investigation, the complainant will be informed of the outcome of investigation and resolution reached. The complainant is not precluded from appealing outside the GRM channels if they are not satisfied with the response or resolution made.

#### **2.3.5 Fast Track**

The aim of the fast-track process is to minimize damage to Contractor's operations, his relationships with stakeholders and his reputation as well as to minimize harm to people. Sometimes it may happen that the grievance received has the potential to escalate into a protest, strike and reputational issue or to cause harm to company assets or people.

Grievances of these type should be raised immediately to the senior management levels and managed through a fast-track process. The grievance will be fast tracked if it will be noted that everyone is talking about it and people are quite upset.

### **3. MONITORING AND REPORTING MECHANISM**

#### **3.1 Monitoring**

All management systems need to be monitored and analyzed regularly so that problems can be identified and corrective measures implemented. The aim of the GRM is to provide project-affected parties with accessible and inclusive means to raise issues and grievances, and for TANESCO to respond and manage such grievances. The GRM is to be used as an effective feedback mechanism to prevent issues and concerns from escalating into protests and reputational issues for the company. To do this effectively it needs to be trusted by community members as a channel for resolving issues, and it has to receive and resolve grievances effectively. A clear sign of a dysfunctional grievance process is one that receives no (or extremely few) grievances. The following are the useful monitoring indicators:

- ❖ Number and type of grievance received (e.g., environmental issue, resettlement issue, GBV, SEA SH issue, etc.).
- ❖ Number of GBV/SH/SEA survivors who are offered referrals to service providers.
- ❖ Grievance resolution: % of grievances acknowledged, resolved, appealed and implemented within the agreed timeframe.
- ❖ The number of PAPs that have come back stating they are not satisfied with the resolution;
- ❖ The number of grievances of the same or similar issue
- ❖ Written comments analyzing the resolution of grievances: e.g., explain which grievances are tardy, why, and what, if anything, can be done to improve resolution and implementation of remedies.
- ❖ Written comments analyzing the trends in distribution of grievances.

The key indicators are the number of grievances received and the number of grievances resolved to the satisfaction of all parties within the proposed time frame. It is important to note that the aim of a GRM is NOT to achieve a zero grievance level. An effective GRM receives grievances, investigates and manages them in an efficient manner and generally achieves resolution of grievances within the expected time frame. Zero grievances is an indicator that the process is not effective, suggesting it is not known, not accessible or not trusted.

#### **3.2 Reporting**

Reporting and feedback on GRM implementation will be made through normal project reporting. Project reports (progress, quarterly and annual) will include a dedicated section on

the GRM which will include number of complaints received, number of grievances resolved to the satisfaction of all parties within the proposed time frame, nature and categories of complaints, number of all complaints and any particular issues and challenges in relation to the GRM. Survivors right and anonymity of their identity will be respected in all project reports. GRM reports will be prepared by the Safeguard specialists from TANESCO Environment Unit.

Quarterly report will also be sent to the World Bank for references and follow up. A report which indicates complaints received, resolved and pending will be sent to WB quarterly. In addition, a summary that includes number of GRM received, resolved and pending will be prepared in Swahili and will be stamped at the villages notice boards as a way of providing feedback to the PAPs.

### 3.3 Budgeting

The budget for GRM implementation will be considered in the Annual Work Plan and Budget. All other personnel involved in the implementation should receive training at their places of work during working hours and meetings with communities and with Contractor’s workers should occur as part of the ongoing stakeholder engagement and internal communications strategies.

Budget should be made available on implementation of this GRM including safari allowances for all staff who will be involved during resolution processes such as Valuers, Land Officers etc, stationeries, costs of communications, as well as some information regarding additional stakeholder engagement requirements (including transportation).

The table below summarizes an indicative budget required for implementing this GRM.

**Table 3: Indicative Budget for GRM Implementation**

	<b>Type of cost</b>	<b>Description</b>	<b>Amount (TZS)</b>
1.	Facilitation costs for different officers from District Council and village level who will be required to participate in the resolution process	During resolution process different people will be involved depending on the type of grievance. For example, if the grievance will base on the compensation payment Valuers and Land officer who participated during	5,000,000.00

		valuation exercise will be involved including village leaders	
2.	Awareness creation/ stakeholders' consultations (Trainings will be provided to TANESCO staff, Contractor's, workers and local communities concerning GRM, GBV/ SEA/SH and gender issues as well as orientation on WB GBV Best Practice Note	Awareness meetings	10,000,000.00
3.	Monthly operating costs	Transport, stationaries, communication, allowances (e.g. during Grievance Redress Committee's meetings if needs arises, monthly and ad hoc community engagement meetings, travels) etc.	3,000,000.00

**ANNEX I: GRIEVANCE/INQUIRY/COMMENTOR SUGGESTION LODGING FORM**

<b>Location Where Grievance /Problem Occurred:</b>			
Name of Region: _____		Name of District: _____	
Ward: _____	Village: _____	Sub-Village: _____	
Other: _____			
<b>Full Name of PAP(s)/Complainants/Stakeholder: (OPTIONAL)</b>			
Name of Complainant/Stakeholder: _____			
Age _____	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		
Other complainants:		Jinsia:	Me Ke
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
<b>Contact Information: (OPTIONAL)</b>			
Please mark how you wish to be contacted (mail, telephone, e-mail).			
<input type="checkbox"/> By Post; Please provide mailing address: _____			
<input type="checkbox"/> By Telephone; Please provide telephone number: _____			
<input type="checkbox"/> By E-mail; Please provide Email address: _____			
<b>Mode of Filing Inquiry or Grievance (check <math>\surd</math>):</b>			
<input type="checkbox"/> In person	<input type="checkbox"/> Telephone	<input type="checkbox"/> E-mail	<input type="checkbox"/> Phone Text Message
<input type="checkbox"/> Community meeting			

Other \_\_\_\_\_

**Inquiry/ Comment or Suggestion** (This part is to be filled in for non- grievance matters like Question/Comment, Feedback or Suggestion).

**Incident/ Problem or Grievance Number:** \_\_\_\_\_

(This is to be filled in by the Village Office if the matter is a complaint or grievance)

**Preferred Language for communication:**

Swahili

English

**Nature of Incident/ Problem or Grievance:**

Land related (such as way leave acquisition, valuation, compensation)

Environmental related issues

Safety and Health issues

Issues related to electricity provision/connection

Employment and employees related

Social-cultural and misbehaviors of project personnel

Sexual Exploitation and Abuse

Others

**Description of Incident/ problem or Grievance:**





**ANNEX III: RESPONSE FOR GRIEVANCE/INQUIRY/COMMENT OR SUGGESTION  
NOTIFICATION FORM**

<b>Date Grievance/ Problem/ Question Received:</b> .....
<b>Incident/ Problem or Grievance Number:</b> .....
<b>Location Where Grievance /Problem Occurred:</b>  Name of Region: .....Name of District: ..... Ward: .....  Village: ..... Sub – Village:..... Other: .....
<b>Mode of Filing Inquiry or Grievance (check ✓):</b>  <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message  <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public/stakeholder consultation  <input type="checkbox"/> Other _____
<b>Full Name of PAP(s)/Complainants/Stakeholder:</b> Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female (OPTIONAL  1.....

2.....

3.....

4.....

**Contact Information:**

Please mark how you wish to be contacted (mail, telephone, e-mail).

By Post; Please provide mailing address: \_\_\_\_\_

By Telephone; Please provide mailing address:  
\_\_\_\_\_

By E-mail; Please provide mailing address: \_\_\_\_\_

**For Questions/ Comment/ Suggestion**

Description of the question/comment/suggestion received:

Response to the question/comment/suggestion:

**For Grievances:**

Date of resolution meeting or action by Village Office/TANESCO Regional/District Office/ or GRM specialist

Final Resolutions made by Village Office/TANESCO Regional/District Office/ GRM specialist

Date of Feedback to PAP(s):

(The response/feedback should be provided within 30 days)

## ANNEX IV: CONTACT FOR SUBMITTING COMPLAINTS

Depending on where the complainant is, suggestions, concerns, comments or complaints can be submitted through a letter, special form (obtainable at the village offices) or by email using contact addresses and numbers provided below.

<b>Submit to</b>	<b>Contacts</b>
TANESCO	Managing Director,  TANESCO HEAD OFFICE,  P.O. Box 453,  UHINDINI AREA,  Plot No. 114  Block G - Dar es Salaam Road  DODOMA,  TANZANIA.  Email: <a href="mailto:info@tanESCO.co.tz">info@tanESCO.co.tz</a>  Telephone Number: +255 262323457
TANESCO District Office	TANESCO District Office
Village Office	Respective Village Office