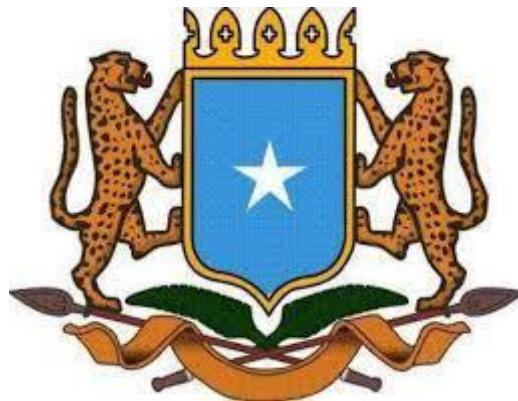


# **FEDERAL GOVERNMENT OF SOMALIA**



**Ministry of Finance (MoF)**

**Somalia Crisis Recovery Project (SCRP)**

**Grievance Redress Mechanism (GRM) Manual**

**27 January 2020**

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## Abbreviations

CSO	Civil Society Organization
ESCP	Environmental and Social Commitment Plan
ESA	Environmental and Social Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
IP	Implementing Partner
FGS	Federal Government of Somalia
FMS	Federal Member State of Somalia
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
GRS	Grievance Redress System
LMP	Labor Management Plan
NGO	Non-Governmental Organization
PIU	Project Implementation Unit
SCRP	Somalia Crisis Recovery Project
SEP	Stakeholder Engagement Plan
SEAH	Sexual Exploitation, Abuse and Harassment
WB	World Bank

## Definition of Terms

Term	Definition
<b>Complainant</b>	An individual, group or organization that submits a complaint
<b>Complaint</b>	A complaint is a statement (verbal or written) or expression of displeasure concerning an impact or effect arising from a sub-project as unsatisfactory or unacceptable to the complainant. For the purposes of the SCRP, a complaint is a concern about a minor impact or effect that is short term, low in risk, often temporary, that typically does not require an investigation but <b>does</b> require a specific response to remove or remediate the unsatisfactory or unacceptable impact or effect. unresolved complaints may become grievances if not dealt with appropriately and within a short timeframe (typically 2 days but a maximum of 14 days). Complaints that are dealt with on the spot or resolved immediately can be referred to as minor complaints
<b>Grievance</b>	A grievance is statement about an action, impact or effect originating from a sub-project that adversely affects the rights, health and/or wellbeing of an affected person or group of people to the extent that it forms legitimate grounds for grievance and if upheld, may result in compensation, legal action or a change to the sub-project in order to resolve the grievance. For the purposes of the SCRP, a grievance will require specific response and potentially a formal intervention by the PIU for resolution and such resolution must be formally agreed and recorded.
<b>Grievance Log</b>	A database for maintaining information about complaints received.
<b>Implementing Partner (IP)</b>	An entity that is contracted by the SCRP to perform project-related tasks
<b>Project Affected Person (PAP)</b>	An project affected person is a person that is adversely affected temporarily or permanently as a result of sub-project works under SCRP.
<b>Severe Incident</b>	A severe incident is an incident <i>that caused significant adverse effect on the environment, the affected communities, the public or workers</i> , e.g. fatality, GBV, forced or child labor.

## Introduction

This document provides guidance for the management of complaints and grievances under the Somali Crisis Recovery Project (SCRP). The purpose is to provide a suitable, centralized grievance redress mechanism (GRM) for the SCRP that can be applied to meet the World Bank's ESF and national requirements.

Under the World Bank Environmental and Social Standards (ESSs), Bank-supported projects are required to facilitate mechanisms that address concerns and grievances that arise in connection with a project. One of the key objectives of ESS 10 (Stakeholder Engagement and Information Disclosure) is 'to provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow borrowers to respond and manage such grievances.<sup>1</sup> This Project GRM should facilitate the SCRP to respond to concerns and grievances of the project-affected parties related to the environmental and social performance of the project.

As per World Bank standards, this GRM makes the following distinctions:

- a) Project-related complaints and grievances: it focuses on Project-related complaints and grievances and defines the different steps of handling such;
- b) GBV/SEA/SH related complaints and grievances: complaints and grievances relating to Gender-Based Violence (GBV) / Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH), given their sensitivities and considerations related to a survivor-based approach, are reported to the available GRM grievance recipients, but the grievances follow a different process. This counts for complaints and grievances from PAPs, as well as workers deployed by the project;
- c) Labor-related complaints and grievances: Complaints from project workers raising workplace concerns, terms of employment and other related concerns will be registered through the Workers' GRM, which is a separate GRM elaborated in this document;
- d) Second tier / escalated complaints and grievances: This concerns complaints and grievances that cannot be solved by the first tiers (Project-wide and workers' complaints and grievances) or have been escalated by users dissatisfied with the resolutions from the first tiers. This GRM describes procedures how these grievances shall be addressed through an appeals mechanism.

This document provides a manual for the SCRP GRM. It lays out clear processes and procedures (including resolution processes and timelines), defines the grievance uptake, sorting and processing, acknowledgement and follow-up, categorization, verification and investigation, monitoring & evaluation, and feedback. It focuses on solving grievances at the community level where possible, and if necessary, escalating them to the appropriate higher levels.

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<sup>1</sup> World Bank, Environmental and Social Framework, 2018, p. 131.

## Objectives

The key objective of the GRM is to establish a prompt, easy to understand, consistent and respectful mechanism to support the receiving, investigating and responding to complaints or grievances from project stakeholders. It is designed to offer project stakeholders an opportunity to seek and receive grievance redress; to strengthen the project's team ability to identify, track, resolve and refer eligible grievances; and to enhance the Project's development results and outcomes. The GRM is expected to contribute to continuous improvement in performance of the SCRP through an analysis of trends and lessons learned. The GRM does not prevent access to judicial and administrative remedies. It is designed in a culturally appropriate way and is able to respond to all needs and concerns of project-affected parties.

## Core Principles

The GRM is based on six core principles:

**Fairness:** Grievances are treated confidentially, assessed impartially, and handled transparently.

**Objectiveness and independence:** The GRM operates independently of all interested parties in order to guarantee fair, objective, and impartial treatment in each case. GRM officials have adequate means and powers to investigate grievances (e.g., interview witnesses, access records).

**Simplicity and accessibility:** Procedures to file grievances and seek action are simple enough that PAPs can easily understand them. Project PAPs have a range of contact options including, at a minimum, a telephone number. The GRM is accessible to all stakeholders, irrespective of the remoteness of the area they live in, and their level of education or income. The GRM does not use complex processes that create confusion or anxiety.

**Responsiveness and efficiency:** The GRM is designed to be responsive to the needs of all complainants. Accordingly, staff handling grievances are trained to take effective action, and respond quickly to grievances and suggestions.

**Speed and proportionality:** All grievances, simple or complex, are addressed and resolved as quickly as possible. The action taken is swift, decisive, and constructive.

**Participation and social inclusion:** A wide range of PAPs, including community members, members of vulnerable groups, project implementers, civil society, and the media, are encouraged to bring grievances and comments to the attention of the Project staff. Special attention is given to ensure that marginalized or vulnerable groups, including those with special needs, are able to access the GRM.

## Categorization of Grievances

Grievances will be categorized using the guidance summarized below, including basic information communication; public administration ethics and conduct; governance; human rights; environmental compliance; corruption and economic crimes. Grievances outside the SCRP mandate will be referred to the appropriate statutory institution.

Categories of Grievances
<b>1. Basic information</b> <ul style="list-style-type: none"><li>- Access to information</li><li>- Correction and deletion of untrue or misleading information that affects the person</li></ul>
<b>2. Ethics and conduct</b> <ul style="list-style-type: none"><li>- Government entities and staff</li><li>- Implementing Partner staff</li></ul>
<b>4. Violation and breach of codes of ethics</b> <ul style="list-style-type: none"><li>- Violation of codes of ethics;</li><li>- Breach of the code of ethics by government officers:</li><li>- Breach of Code of Conduct and Ethics by staff of Implementing Partners</li></ul>
<b>5. Violation of human rights and fundamental freedoms</b> <ul style="list-style-type: none"><li>- Gender equality and general equality matters.</li><li>- Equality and freedom from discrimination (Equality -every person; Equality of men and women to opportunities in political, economic, cultural and social)</li><li>- Economic and Social Rights (health, sanitation, freedom from hunger, adequate and quality food, clean safe and adequate water, social security, education, emergency medical treatment)</li><li>- Non-discrimination of special needs groups</li></ul>
<b>6. Corruption and Economic crimes</b> <ul style="list-style-type: none"><li>- Unethical conduct</li></ul>
<b>7. Labor and working conditions</b> <ul style="list-style-type: none"><li>- Termination/Summary Dismissal,</li><li>- Breach of Employment Contract Terms</li><li>- Conflicts with Trade Unions</li><li>- Work Injury</li><li>- Discrimination</li><li>- Sexual Harassment</li></ul>

<ul style="list-style-type: none"> <li>- Remuneration</li> <li>- Wrongful termination</li> <li>- <b>Suspension</b></li> <li>- <b>Waiver of Claims</b></li> </ul>
<b>8. Environmental compliance violations</b>
<ul style="list-style-type: none"> <li>- <b>Violation of environmental standards laid out in the ESIA, ESMPs, and ESMF</b></li> </ul>
<b>9. Occupational Health and Safety (OHS)</b>
<ul style="list-style-type: none"> <li>- <b>Violation of occupational health and safety measures and standards laid out in the ESMF, ESMPs</b></li> </ul>
<b>11. Gender-Based Violence (GBV) / Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH)</b>
<ul style="list-style-type: none"> <li>- <b>Gender based violence committed by project personnel or any worker on the Project, or GBV committed in relation to the Project</b></li> <li>- <b>Sexual Exploitation and Abuse committed by Project staff or any worker of an IP associated to the Project</b></li> <li>- <b>Sexual Harassment committed by Project staff or any worker of an IP associated to the Project</b></li> </ul>

## GRM Value Chain

### Step 1: Grievance Uptake

Multiple channels must be available for aggrieved parties to file their complaint, grievance, or feedback. The aggrieved party must be able to select the most efficient institution, the most accessible means of filing a grievance, and must be able to circumvent partial stakeholders in the Project, which may be implicated in the complaint. He or she must further be able to bypass some grievance channels that are perceived as potentially not responsive or biased.

### Means of Filing a Grievance

There are four distinct means, at least two of which must be made available at the project locality for people to file a grievance:

1. A phone number for a hotline operator: The phone number of a grievance hotline operator must be widely disseminated among project stakeholders. The Hotline Operator is available from 8.00 am to 5.00 pm every day through a toll-free number. The hotline operator is set up and managed by the Project Implementation Unit (PIU). Any concerned party can call the hotline number and file a grievance with the Project. Hotline Operators will respond in Somali or English. The Hotline Operator will register the grievance (see also annex 6 for more detailed information) in the grievance log (see below). The Hotline Operator will be initially trained by the PIU in a) the registration of a grievance; b) the

interaction with complainants; c) appropriate responses to GBV/SEA/SH related grievances; d) workers' GRM; and e) SCRP project components and IPs. After providing first appropriate responses to the complainant, and registering the grievance, the Hotline Operator will transfer the grievance to the relevant IP responsible for the grievance-related activity.

2. A help desk must be set up by the respective IP during the implementation of sub-project activities in an area.<sup>2</sup> They should be manned by the IP staff, especially its community project facilitators, in close coordination with local authorities. At the help desk, PAPs can inquire about information in regards to project activities, or they can file a grievance directly with the person manning the desk. Grievances can be filed in writing or verbally at the Help Desk. The staff manning the desk will register the grievance in a GRM log book. The staff will be trained in a) the registration of a grievance; b) the interaction with complainants; c) appropriate responses to GBV/SEA/SH related grievances; and d) workers' GRM. The help desk can be open at hours decided on by the IP, which must be clearly indicated in a public space, and the Help Desk must be set up at a public space easily accessible and in close proximity of the sub-project activities. The PIU will train relevant IPs in the GRM procedures, including the implementation of Help Desks.
3. Relevant assigned personnel available in each project site will be required to accept formal grievances and ensure that avenues for lodging grievances are accessible to the public and all PAPs. The first point of contact for all potential grievances from community members may be the contractor, IP or the local government official. Such personnel will be required to accept formal grievances; or they can point out the Hotline Operator's number, the Help Desk or Suggestion Box. If no reasonable other modality of filing a grievance is available for the respective complainant, the staff has to accept and register the grievance. Each relevant staff or local government official will be trained by the IP or PIU in: a) the registration of a grievance; b) the interaction with complainants; c) appropriate responses to GBV/SEA/SH related grievances; and d) workers' GRM. Each IP will appoint a focal person for the GRM during project activities. This focal person will be trained by the PIU and will be in direct contact with the PIU for any assistance.
4. A suggestion box must be installed at the nearest local administration office of the sub-project site. Suggestion boxes provide a more anonymous way of filing a grievance or for providing feedback. Grievances or feedback submitted to the Suggestion Box must be expressed in writing. Suggestion Boxes are installed at the closest official administration office in the sub project area. Boxes are clearly marked as SCRP-related feedback and grievance mechanism. The IP in the respective area is responsible for the setup and management of the box. The GRM focal person of the IP will man the box and hold the key. On the box the IP has to clearly indicate the frequency at which the Box is emptied.

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<sup>2</sup> The help desk must be budgeted by the IP, the manning of the help desk will depend on the nature of the activity

## Details of Grievance logged

While grievances can be submitted anonymously, the more information is made available, the better the Project can respond to the grievances, investigate the matter where necessary, or provide feedback to the aggrieved party. The minimum information that should be made available is the following (except for SGBV/SEA/SH cases, which follow a different process as described below):

<b>1)</b> Name of complainant	
<b>2)</b> Information on whether the identity of the complainant should remain confidential or can be made available where necessary	
<b>3)</b> Contact details: physical address, telephone number, email address	
<b>4)</b> Details of the grievance: - What happened - Where did it happen - Parties involved - Time when it happened - Description of the case - Supporting documents if available.	

Submission of incomplete information for a grievance may not allow a case to be investigated or may delay investigations.

## GBV/SEA/SH-related Grievance

Given the sensitive nature of GBV complaints, the GRM provides different ways to submit grievances. All grievance uptake channels can be used to report on GBV/SEA/SH-related grievances. No grievance uptake mechanism cannot reject such grievances, and all personnel directly receiving grievances will be trained in the handling and processing of GBV/SEA/SH-related grievances. Information on relevant legislation will be delivered to survivors prior to any disclosure of case details, for example through initial awareness raising sessions on the GRM. This will allow protect the survivor-centered approach from mandatory reporting.

The GBV survivor has the freedom and right to report an incident to anyone: community member, project staff, GBV case manager, local authorities. All recipients of the report should – with the survivor's informed consent – report the case to one of the SCRP's formal grievance recipients. Furthermore, a survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Cases of GBV/SEA/SH can be reported through the general Project GRM – any project staff, staff manning help desks, through the suggestion box, or through the GRM Hotline Operator. In

addition, the PIU GBV Specialist will manage a dedicated SMS, email address and phone number, through which cases can be reported directly to the PIU.

The grievance recipient will be responsible for the recording and registration of the complaint. A GRM operator cannot reject a GBV/SEA/SH complaint. At the same time, however, the project can only respond to a GBV/SEA/SH complaint if it is directed into the designated GRM channels.

All potential first recipients of GBV/SEA/SH cases will be trained in the guidelines for empathetic, non-judgmental listening to a survivor when recording a complaint (see Annex 7 for guidelines).

**Confidentiality:** All grievance recipients and anyone handling the GBV/SEA/SH related grievances must maintain absolute confidentiality in regards to the case. Maintaining confidentiality means not disclosing any information at any time to any party without the informed consent of the person concerned. There are exceptions under distinct circumstances, for example a) if the survivor is an adult who threatens his or her own life or who is directly threatening the safety of others, in which case referrals to lifesaving services should be sought; b) if the survivor is a child and there are concerns for the child's health and safety. The survivor needs to be informed about these exceptions.

**Informed Consent:** The survivor can only give approval to the processing of a case when he or she has been fully informed about all relevant facts. The survivor must fully understand the consequences of actions when providing informed consent for a case to be taken up (see Annex 8 for informed consent process).

Asking for Consent means asking the permission of the survivor to share information about him/her with others (for instance, with referral services and/or IPs), and/or to undertake any action (for instance investigation of the case).

Under no circumstances should the survivor be pressured to consent to any conversation, assessment, investigation or other intervention with which she does not feel comfortable. A survivor can also at any time decide to stop consent.

Where possible, the consent form can be used (in cases of direct person-to-person reporting). By signing this form survivor can formally agree (or disagree) with the further processing of the case. The form will clearly state how information will be used, stored and disseminated.

If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on.

In the case of children, informed consent is normally requested from a parent or legal guardian and the children

**Severe Incident:** If severe incidents are reported through the described GRM pathway, the GRM Operator needs to report the case within 24 hours to the PIU with copy to the World Bank following informed agreement by the survivor.

**Third party reports:** In case of any reports of third parties on GBV/SEA/SH – related grievances to the SCRP's GRM, the grievance recipient will register the case. The case will then be passed to the GRM focal point, who will make contact with the survivor, or an advocate that was appointed by the survivor, and will a) request for informed consent from the survivor to follow-up on the case; and b) offer any available referral services. In case the survivor does not provide consent for the case to proceed, the SCRP has to close the case.

## Step 2: Sort and Process

All registered grievances will be transferred to the GRM Focal Point at the respective IP at state or national level – either by the Hotline Operator, local personnel, or the Help Desk Officer. The GRM focal point will categorize the complaint according the table above (section on 'Categorization of Grievance'). Worker-related grievances will be handed over to a workers' GRM (see below). Where grievances are of sexual nature and can be categorized as GBV/SEAH or child protection risk, the IP has to handle the case appropriately, and refer the case to the GBV reporting protocols and referral system, defined in the GBV/SEAH and Child Protection Prevention and Response Plan. Dedicated training on how to respond to and manage complaints related to GBV/SEAH will be required for all GRM operators and relevant project staff (see below).

For grievances handled under the general Project GRM, the GRM Focal Point will determine the most competent and effective level for redress and the most effective grievance redress approach. The focal point will further assign timelines for follow-up steps based on the priority of the grievance, and make a judgment and reassign the grievance to the appropriate staff or institution. The person will exclude grievances that are handled elsewhere (e.g. at the court). The focal point should offer the complainant option/s for resolution of their grievance.

The GRM Focal Point will also transfer the grievance information into a more comprehensive grievance register (see annex 2). All IPs must maintain a grievance register. The format should be similar for ease of reporting to the PIU (see Step 5).

Where IPs have an existing GRM in place, the GRM will be assessed by the PIU as for its compliance with the SCRP GRM, and streamlining requested where necessary. The PIU will maintain a central grievance register for the logging, management and monitoring of grievances. Where IPs wish for complainants to remain confidential, they only have to share the nature of the case and the outcome/resolution with the PIU.

It is likely that at the local level, IPs will use books to maintain a record of grievances. The information will then be migrated to a digital platform at IP headquarters or when reported to the PIU. The GRM will then be linked to the Project MIS. All cases will be treated confidentially.

### **Incident Reporting**

Severe incidents (an incident *that caused significant adverse effect on the environment, the affected communities, the public or workers*, e.g. fatality, GBV, forced or child labor) will be reported by the IP - within 24 - to the PIU and the World Bank (see annex 4 for guidance). All staff involved and IPs will be trained in the detection of 'incidents' and in how to report an incident, including severe incidents (see annex 4 and 5).

### **GBV/SEA/SH**

All reporting will limit information in accordance with the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-base, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

Data on GBV cases recorded will only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project and additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor (see annex 9). If the survivor does not wish to file a formal complaint, referral to available services will still be offered even if the complaint is not related to the project, that referrals will be made, the preference of the survivor will be recorded and the case will be considered closed.

If the survivor provides informed consent, the grievance recipient should inform the GBV Focal Point at the Implementing Partner and the GBV Specialist at the PIU. The GBV Specialist at the PIU will inform the World Bank. The report will be on the anonymized incident as soon as it becomes known to the PIU. Data shared will include the nature of the allegation; if the alleged perpetrator is associated with the SCRP; the survivor's age and sex' and whether the survivor was referred to other services.

### **Step 3: Acknowledgement and Follow-Up**

The respective IP will decide whether a grievance can be solved locally, with local authorities, implementers, NGOs, CSOs or contractors, and whether an investigation is required. The first ports of call will have in-depth knowledge of communal socio- political structures and will therefore be able to recommend to the GRM Focal Point the appropriate individuals that could be addressed with the case, if the case can be solved at the local level.

At all times, the IP (the GRM Focal Point of the IP) will provide feedback promptly to the aggrieved party (unless the case was filed anonymously), within 5 working days after the grievance is filed. Feedback can be provided through the phone, in writing or through the community facilitators. Feedback is also communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback is given to the concerned persons bilaterally.

The responses will include the following elements:

Type of Case	Actions Required	Response Required
<b>Straight-forward cases with little anticipated complications</b>	minimal checks and consultations	<ul style="list-style-type: none"> <li>- Acknowledge reception of the grievance, detail follow-up steps and set timelines (number of days) for follow-up activities: verify, investigate, if need be, and communicate outcomes and next steps based on outcomes</li> <li>- 1-3 days</li> </ul>
<b>Cases that require some minimal processes</b>	delete misleading information, collect information, analyze existing information, prepare communication materials to disclose delayed information, clarify existing information, and correct misleading information	<ul style="list-style-type: none"> <li>- Acknowledge reception of the grievance, detail the steps to follow, and provide the appropriate practical timelines</li> <li>- 7-14 days</li> </ul>
<b>Cases that require investigation</b>	access and review of relevant documentation (reports, policy documentation), field-based fact findings missions (visits and interviews), analysis and preparation of reports, consultative sessions to rectify or adjust the implementation approaches	<ul style="list-style-type: none"> <li>- Acknowledge reception of the grievance, provide follow-up steps and set timelines for a comprehensive response</li> <li>- 14 to 21 days</li> </ul>
<b>Cases that require escalation to higher SCRP implementation level</b>	Transfer case to relevant higher level (e.g. state-level or national HQ of IP; PIU)	<ul style="list-style-type: none"> <li>- Acknowledge reception of the grievance, provide the need for escalation of the grievance to the next project implementation level, and set timelines for a comprehensive response</li> <li>- 7-14 days</li> </ul>

<b>Cases that require referral to other institutions</b>	Transfer case to relevant institution (National Police Service, World Bank)	<ul style="list-style-type: none"> <li>- Acknowledge reception of the grievance, provide the need for referral of the grievance to an appropriate institution, and set timelines for a comprehensive response on referral progress</li> <li>- 7 - 21days</li> </ul>
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All feedback is documented and categorized for reporting and/ or follow-up if necessary.

### **GBV/SEA/SH**

Referrals are a process through which the survivor gets in touch with professionals and institutions regarding her case. Services can include health, psycho-social, security and protection, legal/justice, and economic reintegration support. The grievance recipient will instantly provide the survivor with contacts of the available referral services in the respective area. If the survivor wishes for any assistance with transport or payment for services, the grievance recipient will provide allowances. Referral services are provided even in cases, where the survivor opts to not pursue the case through the GRM or through legal channels.

Annex 10 list available referral services in the different SCRP Project areas. This list will be continuously kept up to date by the SCRP GBV Specialist, updates will be provided on a regular basis to all GRM recipients.

The grievance recipient explains to the survivor his or her right to control whether and how information about the case is shared with other entities as well as any implications of sharing information. The survivor will be informed about his or her right to place limitations on the type of information they want shared.

The survivor's consent must be documented.

### Step 4: Verify, Investigate and Act

The IP, the GRM Focal Point, will then undertake activity-related steps in a timely manner. The activities will include: verifying, investigating, redress action and plan.

## Verification

- Check for eligibility (objectively based on set standards and criteria) of complaint in terms of relevance to the project. Refer to the SCRP PAD, POM, EMSF, ESMPs/ESIAs, sub-project agreements or other documentation to determine the validity of the grievance
- Escalate outright grievances that require high level interventions within the IP
- Refer outright grievances that are outside the IP jurisdiction (e.g. refer to PIU or relevant external institution)

Once eligibility is determined, the IP will categorize the complaint into the following categories:

Grievance Category	Required Action
Queries, comments and suggestions	Acknowledgement / Clarification
Complaints and concerns which do not require formal investigation	<p>Grievances should be handled and resolved by the immediate manager within the GRM structure, e.g. the GRM Focal Point or a dedicated staff.</p> <p>The IP should appoint a grievance redress committee, which includes relevant staff in the IP organization and can include a selected local authority (ideally the committee consists of an equal number of men and women), which can hear both parties and ideally solve the matter within the organization.</p>
Complaints and concerns that involve allegations that require investigation or interventions of a different kind	<p>As appropriate, conduct verification, negotiation, mediation or arbitration, coordination with respective authorities, decision-making, escalation to judicial or administrative institutions, proposed solutions, implementation of agreed actions, etc...</p> <p>The IP should appoint a grievance redress committee, which includes relevant staff in the IP organization and can include a selected local authority (ideally the committee consists of an equal number of men and women), which can hear both parties and ideally solve the matter within the organization.</p>

## Investigation:

- IP/GRM Focal Point to appoint an independent investigator (Safeguards Experts, Professional outside the Implementing institution) who is a neutral investigator with no stake in the outcome of the investigation

- Collect basic information (reports, interviews with other stakeholders while ensuring triangulation of information, photos, videos)
- Collect and preserve evidence
- Analyze to establish facts and compile a report

### **Grievance Action Plan**

- Based on the findings determine the next steps and make recommendations: (i) direct comprehensive response and details of redress action; (ii) referral to the appropriate institution to handle the grievance, where the IP has no jurisdiction
- undertake mutually agreed follow-actions
- Update of complainant IP GMR Team
- Provide users with a grievance redress status update and outcome at each stage of redress, (iii) update the IP team on grievance redress across the GRM value chain.

### **GBV/SEA/SH**

The PIU GBV and Gender Specialist will be the key focal point for management of such grievances and concerns and will work closely with respective GBV Specialist counterparts at the IPs in the implementation of the GBV/SEA/SH Action Plan, which contains all information on the GBV/SEA/SH referral system.

Once a case has been taken in by a GRM recipient, and informed consent of the survivor is obtained to proceed with the case, the case file will be submitted to the SCRP GBV Specialist. The GBV Specialist will first ensure that the survivor has been provided with all necessary GBV referral services, and will ensure that the survivor is in safety.

Where the GBV/SEA/SH grievance was allegedly committed by an SCRP project worker, the grievance will be reported to the respective employing agency (IP, IP sub-contractor, PIU, government agency). The PIU GBV Specialist will follow up and determine jointly with the GRM Focal Point of the respective partner the likelihood that the allegation is related to the SCRP. The GBV Specialist will follow up and ensure that the violation of the Code of Conduct is handled appropriately, e.g. the worker is removed from his or her position and employment is ended (in the case of UN agencies, SEA processes are strictly followed). The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with local labor legislation, the employment contract, and the code of conduct. The GBV Specialist will report back to the survivor on any step undertaken and the results.

Where the survivor has opted to take a formal legal route with the case, the PIU GBV Specialist will ensure that the survivor has all the support required to file a case at court. The GRM process will still proceed with the survivors' consent.

Ensuring due process is a matter of the formal justice system and not the grievance handlers. Unlike other types of issues, it is not part of the GRM's remit to conduct investigations, to make any announcements, or to judge the veracity of an allegation. The GRM should refer the case to the domestic regulatory framework to process the case if the consent of the survivor is received.

Since this Project assumes a fully survivor-centered approach, no information can be passed on without the consent of the survivor. If the survivor does not wish for the case to be pursued, the survivor shall be offered access to referral services and the GRM operator or grievance recipient should note that the survivor did not wish for the case to be pursued, and the case is considered solved.

Case closure requires a) the case has been referred to GBV service providers (if the survivor consented) for support and appropriate actions; and appropriate actions have been taken against the perpetrator according to SEA mechanisms; b) the service provider has initiated accountability proceedings with the survivor's consent.

If the survivor does not want to launch a complaint with the employer (e.g. IP), the case is closed. If the complaint proceeds, the case is reviewed by GBV Specialist in the PIU and a course of action is agreed on with the respective IP/employer. The alleged perpetrator's employer takes agreed-on disciplinary action. Once the action is deemed appropriate by the GBV Specialist, the case is recorded as closed.

## Step 5: Monitor, Evaluate and Provide Feedback

The IP/GRM Focal Point will provide feedback to GRM users and the public at large about:

- results of investigations;
- actions taken;
- why GRM is important;
- enhance the visibility of the GRM among beneficiaries; and
- increase in users' trust in the GRM

The IP will report on its GRM to the PIU on a monthly basis. Monthly reporting to the PIU should provide information on the grievance and how it was handled as well as all information from the grievance register. However, it can omit the names of the aggrieved parties where necessary.

The PIU will undertake the following monitoring actions:

- develop indicators for monitoring the steps of GRM value chain;
- track grievances and assess the extent to which progress is being made to resolve them;
- conduct a stakeholder satisfaction survey for the GRM services
- conduct analysis on the raw data on the following: average time to resolve grievances, percentage of complainants satisfied with action taken, and number of grievances resolved at first point of contact

- provide a report on grievance redress actions pertaining to the steps of GRM value chain

The PIU will evaluate the GRM by

- analyzing grievance data to reveal trends and patterns,
- sharing GRM analysis in management meetings; and
- taking corrective action on project implementation approaches to address the grievance

### **GBV/SEA/SH**

All entities reporting on GBV/SEA/SH-related cases will ensure that reports do not contain any information with the potential of identifying survivors (including names of survivors, families and perpetrators).

Furthermore, the grievance recipient needs to provide ongoing feedback to the survivor throughout the process. After conclusion of any investigation, the survivor must be informed first to determine whether the perpetrator can be informed and proposed sanctions against the perpetrator can be taken.

## **GBV, Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)**

Beneficiaries and communities should generally be encouraged to report all GBV/SEA/SH cases through the dedicated GBV/SEA/SH referral system and complaints resolution mechanism. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information.

The GRM Operator, and all other GRM case recipients (staff manning Help Desks, and local personnel) will ensure appropriate responses vis-à-vis the complainant/survivor by 1) providing a safe caring environment and respect the confidentiality and wishes of the survivor; 2) If survivor agrees, obtain informed consent and make referrals, 3) provide reliable and comprehensive information on the available services and support to survivors of GBV.

### **Survivor centered approach**

This Project assumes a strictly survivor-centered approach to GBV/SEA/SH cases. A survivor centered approach aims to create a supportive environment in which a survivor's rights are respected and in which s/he is treated with dignity and respect. The approach helps to promote a survivor's recovery and his/her ability to identify and express needs and wishes, as well as to

reinforce his/her capacity to make decisions about possible interventions.<sup>3</sup> Key of the survivor-centered approach is that no steps can be taken without the survivor's informed consent.

### Who is Catered For?

Regardless of whether the complaint/case is related to the project or not, the GRM operator and other grievance recipients will ensure survivors are informed of and referred to any necessary GBV response services, including at minimum health, psychosocial, and legal support services.

### Training

In order to ensure safety, confidentiality and survivor-centered response to GBV/SEA/SH complaint, all relevant staff of the PIU, Hotline Operator, IPs will receive training on receiving management of GBV/SEA/SH complaints and referral systems during the initiation phase of their sub projects and as part of the staff welcome package. The GRM Hotline Operators will be trained on key protocols including referral, reporting and informed consent protocols to receive those cases in an appropriate manner and immediately forward them to the GBV/SEA/SH referral system.

## Workers' Grievance Redress Procedure

### Objectives of the Procedure

The objective of this procedure is to settle the grievance between employer and employee or between employees bilaterally before the intervention of the formal court, except in cases where the grievance constitutes a criminal offense that requires notification of the law enforcement agencies.

### Procedure

1. All IPs only to contract sub- contractors with registered code of conduct or who sign an undertaking to comply with the provisions of the Labor Act for contracted workers and contractors who will comply with community meetings resolutions on applicable rules in the case of community workers.
2. Contractors induct the employee on the applicable workers' grievance redress mechanism, and on all relevant workers' rights. All records of induction shall be kept and made available for inspection by the PIU or the World Bank.

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<sup>3</sup> Global Protection Cluster, Guidelines for Integrating Gender Based Violence Interventions in Humanitarian Action.

3. In case of violation, the aggrieved employee must capture and present the details of the grievance to the person they report to or the supervisor's superior in case of conflict of interest.
4. The supervisor will verify the details and seek to address the matter within the shortest time up to 48 hours.
5. The supervisor will escalate the matter if not resolved within 48 hours until a resolution is found or not found.
6. Where no resolution is found, the employee can either escalate the matter to the 2<sup>nd</sup> Tier / Appeals mechanisms (see below), or to the sector specific institutions or courts to resolve the matter between employer and employee. The Supreme Court's decision is final.
7. Where the formal courts are not accessible, do not exist in an area, or cannot render a judgment, the matter shall be reported to the 2<sup>nd</sup> Tier / Appeals mechanism described below.
8. The Contractor shall keep records of all proceedings of grievance redress that are within its jurisdiction and furnish the PIU as part of the periodic progress reporting to the PIU.
9. All grievances of sexual nature (GBV/SEA/SH) experienced by a worker should follow the referral pathways and complaints resolution mechanism laid out in the GBV/SEA/SH Action Plan. A worker has the right to launch such complaint with any supervisor at any level, with the IP in the case of a sub-contractor, or directly with the PIU. All personnel shall be trained appropriately in the reception of such cases and in providing appropriate referrals.
10. Upon the consent of the survivor, all GBV/SEA/SH cases must also be reported to the IP Project Manager or the PIU GBV/Gender Expert to allow for appropriate follow-up of organizational SEA mechanisms and for follow-up on the potential violation of the CoC.
11. In case of risk of retribution, the employee may immediately escalate to the court system [6] or to the PIU as noted under [7]. If confidentiality is requested, the PIU will ensure it to avoid any risk of retribution, including in its follow-up actions.

## Process for Escalation of Grievances / Appeals

Where affected parties are dissatisfied with the outcomes of the grievance process handled by the IP, or where workers are dissatisfied with the solutions provided by the employer (IP or sub-contractor), the parties have the right to escalate the matter directly to the IP (in the case of workers of sub-contractors) or to the PIU (in all other cases). For this purpose, a phone number, as well as an email address of the PIU are disseminated [6]. Alternatively, aggrieved parties that are dissatisfied with the grievance handling by the IP can contact the Hotline Operator and request to file the grievance directly and explicitly with the PIU, indicating its previous history.

Where a negotiated grievance solution is required, the IP/PIU will form a 2<sup>nd</sup> Tier Grievance Redress Committee, which will consist of one neutral external individual that commands legitimacy for the resolution of conflicts, the Social Safeguards Specialist, and the respective Project Manager. The Committee will invite the aggrieved party (or a representative) and decide on a solution, which is acceptable to both parties and allows for the case to be closed – based on the agreement of both parties.

Where a grievance is escalated to another institution or level, the complainant will be provided with the appropriate information, including the date it has been escalated, and a decision is expected. Any complainant who is still not satisfied may resort to arbitration or mediation, or the court as last resort.

Where aggrieved parties are dissatisfied with the response of the 2<sup>nd</sup> Tier / Appeals mechanism, they can report cases directly to the World Bank (see below).

A grievance is considered closed after an amicable solution has been reached between the complainant and the responding party. However, in some situations the IP or the PIU may ‘close’ a grievance, even if the complainant is not satisfied with the result. This is the case, for example, where the aggrieved party cannot substantiate the grievance, or where an obvious speculative or fraudulent attempt has been undertaken. In such a circumstance, all steps laid out above will be undertaken before reaching a conclusion. All information will be documented and communicated to the complainant without putting the lives of those who provided information in danger.

IPs and the PIU should not dismiss any grievance based on a hasty review and closure of an investigation before the complainant has been notified and given an opportunity to provide additional information. The decision to close such grievances required the endorsement of the GRM Focal Point in the IP organization, or the Social Development Specialist in the PIU.

## World Bank Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org)

## Institutional Arrangements

The PIU has the main responsibility for the implementation of the GRM. The GRM Team within the PIU consists of the Environmental Safeguard Specialist, Social Development Specialist and the Project Coordinator, related day-to-day tasks rest specifically with the Social Development Specialist (SDS). The GRM will be implemented and monitored by the Social Development Specialist. The SDS will receive and process grievances directed to the PIU, manage appeals mechanisms, monitor the implementation of the GRM through the Hotline Operator and the IPs, manage the Hotline Operator, and register and file all GRM reports incoming from IPs, as well as compile all relevant GRM data and include reports on the GRM in the regular reports to the WB. The Specialist is further responsible for the monitoring of IP GR/m implementation, and the identification of trends and analysis of the GRM reports in order to be able to flag key issues with Project Management.

Each IP/GRM Focal Point is responsible to create awareness of the GRM at its locality of operation; roll-out information dissemination; prepare and man help desks at project sites; run a suggestion box at the project site (nearest office of administration); receive and handle grievances addressed at the IP (through help desks, suggestion boxes and directed by the Hotline Operator). The PIU's Social Development Specialist will be sharing all necessary information with the IP on this matter, and will monitor the IP's awareness creation locally of the GRM, the implementation of help desks at project sites and the handling of grievances by the IP.

The IP should nominate a dedicated officer for the handling and reporting of grievances, the GRM Focal Point, and should appoint a GRM Team, which will be drawn into identifying solutions for relevant grievances.

## Annex 1: Online GRM Form

[https://docs.google.com/forms/d/1mtlVt\\_Z6u6Fg5-ZlawlOETZld8axwNV2E\\_wgZVk82JE/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1mtlVt_Z6u6Fg5-ZlawlOETZld8axwNV2E_wgZVk82JE/viewform?edit_requested=true)

**Reference No:** \_\_\_\_\_

### Details of Complainant:

**Note:** you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent

**Full name:** \_\_\_\_\_

I wish to raise my grievance anonymously  
 I request not to disclose my identity without my consent Contact

**By Mail:** Please provide mailing address: \_\_\_\_\_

Gender of Complainant:

Age of Complainant:

#### Contact Information

Please tick how you wish to be contacted: -  E-mail,  Telephone,  in Person

By Telephone: \_\_\_\_\_

By E-mail \_\_\_\_\_

**Preferred Communication:**  Maay,  Maxaa tiri,  English

One time incident/grievance Date \_\_\_\_/\_\_\_\_/  
 Happened more than once (how many times) \_\_\_\_\_  
 On-going (currently experiencing problem)

### Description of Incident or Grievance:

Location of grievance:

What happened? Where did it happen? Who did it happen to? What is the result of the problem?

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**What would you like to see happen to resolve the problem?**

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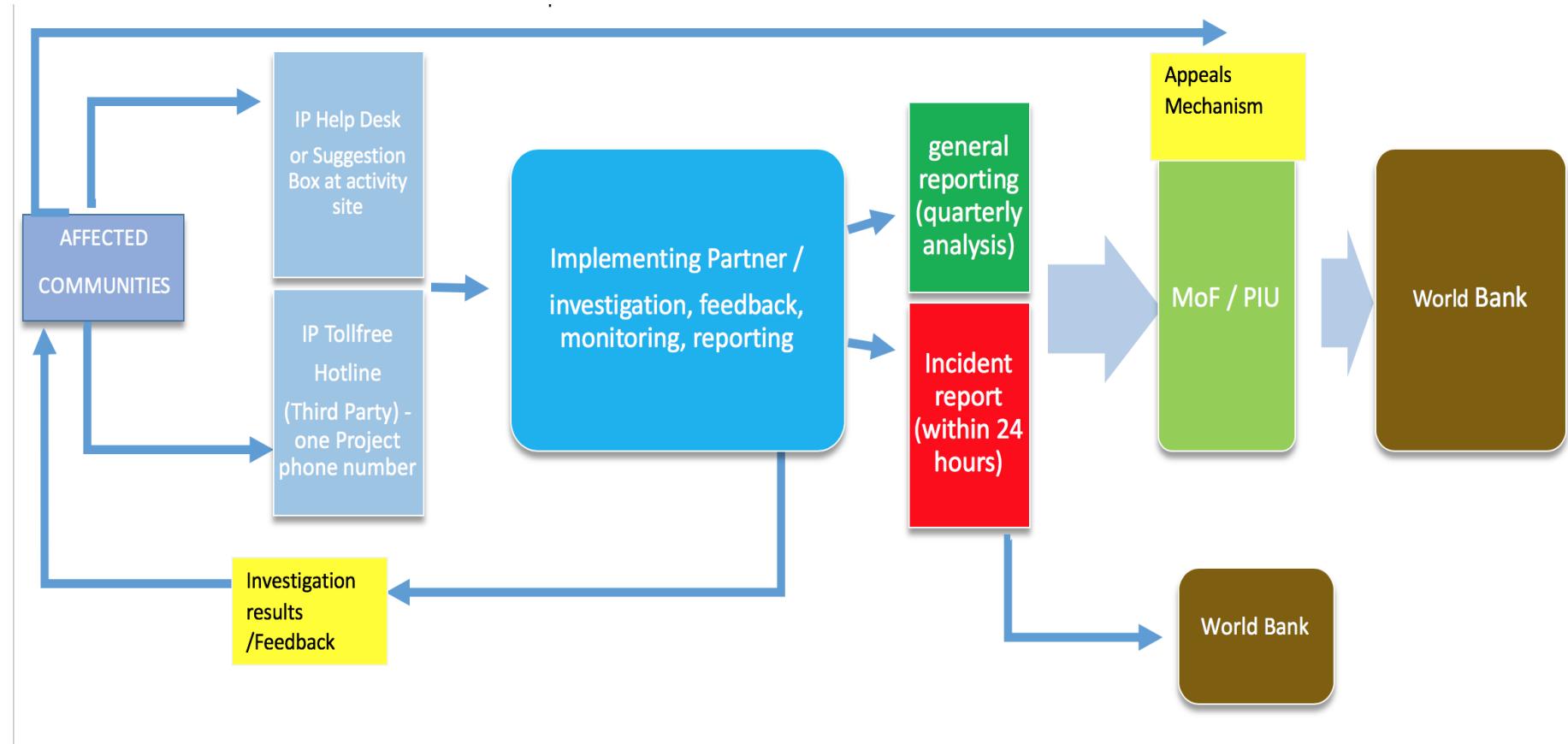
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## Annex 2: Grievance Register

The grievance register will contain the following information (ideally in an excel file, or if at local level in a book) :

Type of Information	Response
Complaint/ Log number	
Reference document (s)	
Date complaint made	
Date complaint received	
Category of Grievance	
Method of Logging: Direct Communication; Suggestion Box; Toll-free Line;	
Complaint name (state if anonymous)	
Location in which complained action took place (district, village)	
Caller contacts for follow up	
Gender	
Age	
Parties against whom complaint is made (Unit/contractor/Agency etc)	
Nature of Complaint ["SEA/GBV"; "Timing of Payment"; "Amount of Payment"; "Inclusion or Issue regarding Project benefits" or create standard categories based on complaint type]	
Description of Complaint	
Nature of feedback (describe)[In case issue type is GBV/SEA immediate referral to the GBV referral system]	
Verification and investigation (describe)	
Recommended action (describe)	
Timeline of Initial feedback (within 5 days) [investigate the claim within 5 working days, and share findings/feedback with relevant stakeholder]	
Status update (and justification if it is not expected to be resolved within the timeframe set out)	
Date Resolved	
Indicate if a spot check has been conducted (you can include then in the narrative reports spot checks for resolutions of x number of complaints have been conducted)	

## Annex 3: SCRP Grievance Redress Mechanisms Flowchart



## Annex 4: Incident Classification Guide

### World Bank Incident Classification Guide:

<b>Indicative</b>
<ul style="list-style-type: none"><li>• Relatively minor and small-scale localized incident that negatively impacts a small geographical areas or small number of people</li><li>• Does not result in significant or irreparable harm</li><li>• Failure to implement agreed E&amp;S measures with limited immediate impacts</li></ul>
<b>Serious</b>
<ul style="list-style-type: none"><li>• An incident that caused or may potentially cause significant harm to the environment, workers, communities, or natural or cultural resources</li><li>• Failure to implement E&amp;S measures with significant impacts or repeated non-compliance with E&amp;S policies incidents</li><li>• Failure to remedy Indicative non-compliance that may potentially cause significant impacts</li><li>• Is complex and/or costly to reverse</li><li>• May result in some level of lasting damage or injury</li><li>• Requires an urgent response</li><li>• Could pose a significant reputational risk for the Bank.</li></ul>
<b>Severe</b>
<ul style="list-style-type: none"><li>• Any fatality</li><li>• Incidents that caused or may cause great harm to the environment, workers, communities, or natural or cultural resources</li><li>• Failure to remedy serious non-compliance that may potentially cause significant impacts that cannot be reversed</li><li>• Failure to remedy Serious non-compliance that may potentially cause severe impacts is complex and/or costly to reverse</li><li>• May result in high levels of lasting damage or injury</li><li>• Requires an urgent and immediate response</li><li>• Poses a significant reputational risk to the Bank.</li></ul>

## Annex 5: Incident Report Form

An incident report should contain the following information:

### Incident Report Form

Please report any incident within 24 hours to the PIU

Implementing Partner	
Subproject / Activity	
Report Date	
Reported By (Name and Title)	

#### i. Details of Incident

Incident Date	
Incident Time	
Incident Place	

#### ii. Identification of Type of Incident and Immediate Cause

1. Select the type of the incident from the list below. An incident can be classified at the same time as H&S/environmental/social.

Type of Incident: (and incident can cover more than one type):

Type of Incident – Health & Safety	Type of Incident – Social	Type of Incident - Environmental	
Moving Machinery/vehicles at project site	Dust, Fumes, Vapours that impact the population and/or environment	Misuse of UNOPS property	Chemical/Oil Spill with impact on population and/or environment
Powered Hand tools	Noise	Damage to Cultural Heritage	Improper Disposal Waste
Hand Tools	Temperature or heat	Occurrence of infringement of labor rights	Disasters (Earthquake, Flood, etc)
Animals or insects	Overexertion	Occurrence of infringement of human rights	Water Pollution/ Sedimentation
Fire or Explosion at project site	Structural Failure	Strike, demonstration	Damage to ecosystems (e.g. damage to flora/fauna)

Trips & smaller falls	Chemical/biological	Other (please specify)	Odor air Emissions
Drowning	Stress	GBV/SEA or Child Risks	Dust, Fumes, Vapors, Air pollution with impact on population and/or environment
Borrow-pit Management	Other (please specify)		Other (please specify)

2. For each type of incident, select the relevant descriptor(s) from the list. You can select up to 5 descriptors for each type of incident. If a descriptor is not listed below, please type in short descriptor in "Other". Add more rows as necessary.

Incident Type	Descriptor 1	Descriptor 2	Descriptor 3	Descriptor 4	Descriptor 5	Other
H&S						
Social						
Environmental						

Provide a description of the immediate cause of the incident:

iii. Description of the Incident

Record all facts prior to and including the incident, if it was a planned activity, describe/list material, ecosystem and property damaged, etc:

iv. Root Cause Analysis

Select the root cause(s) of the incident from the list below. If 'Other', please specify:

Root Cause	Yes	No
Improper Planning		
Poor Maintenance		
Poor Supervision		
Poor Quality of Equipment		
No rules, standards, or procedures		
Lack of knowledge or skills		

Improper motivation or attitude		
Failure to comply with rules		
Other		

**Additional Questions:**

- Is the incident still ongoing or is it contained?
- Is loss of life or severe harm involved?
- What measures have been or are being implemented by the Implementers

## Annex 6: Guidelines for Hotline Operators

The Hotline Operator has to be familiar with the SCRP Project as a whole; with all IPs implementing the SCRP (including their key contact persons and contact details); the content of these GRM; and the GBV/SEA/SH referral pathways and required responses for such cases.

Furthermore, the Hotline Operators should understand that grievances relating to different risk levels may be treated differently; that GBV/SEA/SH cases have special procedures for redress and require a high level of sensitivity and confidentiality. Furthermore, Hotline Operators should be familiar with the incident reporting system laid out in the ESMF. A dedicated training will be provided initially to the Hotline Operators by the PIU. For more details see the 'GRM Value Chain' above.



## Annex 7: Guidelines for empathetic, non-judgmental listening to a survivor when recording a complaint

<b>Call Answering Protocol for GBV/SEA/SH Cases</b>	
1.	Answer call according to standard script
2.	Ensure confidentiality
3.	Collect intake information
4.	Provide emotional and psychological support
5.	Detect if there is immediate danger for the survivor
6.	Explain informed consent, obtain if survivor agrees
7.	Provide contacts for referral services and assistance to access then where required

### **Guidelines for empathetic, non-judgmental listening to a survivor when recording a complaint**

➤ Listen, inquire, validate enhance safety and support
➤ Be patient and give compassionate responses to the caller, particularly because the caller is likely to be upset and in distress
➤ Responses should be dealt with in a calm way
➤ Do not make judgements or ask inappropriate questions
➤ Be sensitive to cues survivors may give

## Annex 8: Informed Consent Process

<b>Informed Consent Process/Questions for Hotline Operator</b>	
<b>1.</b>	Tell a survivor what is going to happen to him/her.
<b>2.</b>	Explain to him/her the benefits and risks of an intervention (investigation)
<b>3.</b>	Explain that s/he has the right to decline or refuse any part of an intervention
<b>4.</b>	Explain that pressure will not be exerted in any form.
<b>5.</b>	Explain that if the survivor does not want to be interviewed about the event or does not agree to any further investigations, this will NOT affect access to health and other services and does not preclude participation in future proceedings related to legal justice.
<b>6.</b>	Inform the survivor that there is no mandatory reporting in the setting.
<b>7.</b>	Inform the survivor that information about him/her will be discussed in the team.
<b>8.</b>	Inform that the de-identified data for program information purposes
<b>9.</b>	Emphasize the security of client information
<b>10.</b>	Ensure that the survivor understands what you have told him/her.

## Annex 9: GBV/SEA/SH Case registration form

<b>GBV/SEA/SH Case Registration Form</b>	
<b>Administrative Information</b>	
Grievance ID	
Code of Survivor (Employ a coding system to ensure that client names are not easily connected with case information)	
Date of grievance registration	
Date of Incident	
Reported by survivor or an escort of the survivor, in the presence of the survivor	
Reported by someone other than the survivor without survivor present	
<b>Survivor Information</b>	
Gender / age	
Location / Residence	
Current civil/marital status	
Occupation	
Is the survivor a person with mental or physical disabilities?	
Is the survivor an unaccompanied or separated child?	
Was the perpetrator related to the project?	
Has Informed consent beein provided? yes/no?	
Has the case been reported elsewhere (including police / lawyer/health services/psychosocial counseling, other)?	
<b>Sub-Section for Child Survivor</b>	
If the survivor is a child (less than 18 years), does he or she live alone?	
If the survivor lives with someone, what is the relation between her/him and the caretaker? (parent/guardian; elative; spouse; other)	
What is the caretaker's current marital status?	
<b>Details of the Incident (in survivor's words)</b>	
Details of the incident	
Incident location and time	
Were money, goods, benefits and/or services exchanged in relation to the incident?	
<b>Alleged Perpetrator Information</b>	
Number of alleged perpetrators	

	Sex of alleged perpetrator(s)	
	Age group of alleged perpetrator(s)	
	Indicate relationship between perpetrator(s) and survivor	
	Main occupation of the alleged perpetrator(s)	
	Employer of the alleged perpetrator(s)	

**Planned Actions / Actions Taken**

	Was the survivor referred by anyone?	
	Was the survivor referred to a safe house / shelter?	
	Which services does the survivor wish to be referred to? - Psychosocial services - Legal services - Police - Health services - Livelihood program	
	What actions were taken to ensure the survivor's safety?	
	Describe the emotional state of the client at the beginning of the report	
	Other relevant information	

## Annex 10: List of GBV/SEA/SH Referral Services

Below is a list of the actors working on GBV service provision and referral pathways in SCRP project areas. To date, the type and quality of key services, including Case management, Clinical Management of Rape (CRM), Psycho-social support, Livelihoods, Safety and legal and justice can vary significantly from one location to another. Therefore, this list is subject to further refinement during implementation in consultation with actors in the GBV sub-cluster to ensure referrals are made to the highest quality service providers in available areas.

State	Region	District	Organization	Services Available	Village, town or IDP Settlements	Name and contact of focal person (email address and telephone)
Hirshabelle	Hiraan	Beletwe yne	HIWDO Family Care (Hiran Women Development Organization)	Medical assistance	Haweyo	Dahir Dhi'isow Tel. 0615109151; E-mail: hwdfamilycare@gmail.com
Hirshabelle	Hiraan	Beletwe yne	Salama Hospital	Medical assistance	Beletweyne	Awale Abdi Farah, Tel. 0616666605; E-mail cawaale500@gmail.com
Hirshabelle	Hiraan	Beletwe yne	Rajo Relief and Development Organization	Medical assistance	Beletweyne	Farah Hassan Mohamed Tel. 0615536247 E-mail: rrd099@gmail.com
Hirshabelle	Hiraan	Beletwe yne	Doyale Relief and Development Organization	Medical assistance	Beletweyne	Mohamed Abukar, Tel. 0615597789, E-mail: Doyaley@yahoo.com Ahmed Dhubow Abdi, Tel. 0615571506, Email: Doyaley@yahoo.com
Hirshabelle	Hiraan	Beletwe yne	HIWA (Humanitarian Integrity for Women Action)	Medical assistance	Beletweyne	Aliya Adan Abdi, Tel. 0615209999 E-mail: Hiwa.Hiran@gmail.com
Hirshabelle	Hiraan	Beletwe yne	WARDI	Medical assistance	Beletweyne	GBV/CP Head of the officer Hussein Abdi Issak, Tel.0615501688, E-mail: wardi.hiran@hotmail.com; wardiorg@yahoo.com
Hirshabelle	Middle Shabelle	Balcad	SHARDO	Provision of dignity kits	Balcad health centre	Hassan Shariff, Tel. +252615563994

State	Region	District	Organization	Services Available	Village, town or IDP Settlements	Name and contact of focal person (email address and telephone)
South West	Gedo	Bardera	SORDES	Psychosocial Support	Bardera	Farhan Hassan Mohamed. Tel. 0616384444

South West	Gedo	Garbaharay	SORDES	Psychosocial Support	Garbaharay	Mahad Qassim Olad Tel. 0615818272
South West	Bakool	Wajid, Xudur, Tayeglow	DREDO	Psychosocial support, medical referrals and GBV services	Wajid, Xudur, Tayeglow	Dahir Mayow Muktar, Tel 0615010005
South West	Bakool	Wajid, Xudur, Tayeglow	SCWRD	Psychosocial support, medical referrals and GBV services	Wajid, Xudur, Tayeglow	Adan Ali Tel 0615928661

State	Region	District	Organization	Services Available		Village, town or IDP Settlements	Name
Jubaland	Lower Juba	Kismayo	ARC	Provision of PEP treatment to rape survivors. Case management and Psychosocial support, provision of dignity kits and follow-up and referral.		Kismayo	Fatima Ahmed Ali: +252619840899 Shair Ibrahim, GBV/Protection Manager: +252619840865
Jubballand	Lower Juba	Kismayo	SEDHURO	Medical support, Provision of dignity kits and psychosocial support. IDTR for children and a day care. Support foster mothering for un-accompanied minors. Legal Aid Assistance for GBV Survivors.		Kismayo	Hassan Abdi Ali, GBV Focal Point/ Protection Officer
Jubballand	Lower Juba	Kismayo	SWACEDA	Medical support to GBV cases, psychosocial support		Fanoole Village	Abdirahman, Tel. 061683796
Jubballand	Lower Juba	Kismayo	SRCS	Medical response including provision of PEP kits to Rape survivors.		Kismayo	Hassan Weheliye, Tel. 0615836501
Jubballand	Lower Juba	Kismayo	CEDA	Psychosocial first aid for <b>child rape survivors</b> .		Kismayo	Mohamed.Qadar +252617439441
Jubballand	Lower Juba	Kismayo	Motherland Somalia	Legal assistance and advocacy		Kismayo	Abubakar Mohamed Tel. 0616513311
Jubballand	Lower Juba	Kismayo	WRR	Counselling to GBV survivors, provision of medical treatment and dignity kits to the survivor.		Kismayo	Dekow Yussuf Maalim Tel. 0615924990
Jubballand	Lower Juba	Hagar	SORDES	Medical assistance at MCH/OPD		Hagar	Omar Dagalyahan, Tel. 0615356478
Jubballand	Lower Juba	Kismayo	Ministry of Health	Medical assistance		Kismayo General Hospital	Hussein Kassim Maalim, Tel. 0615877836, Email: husseinkassimali@gmail.com
Jubballand	Lower Juba	Kismayo	ICRC	Medical assistance		Kismayo General Hospital	Dr. Abdulqani Mohamed Mohamud, Tel. 0617495262
Jubballand	Lower Juba	Kismayo	SRC	Medical assistance		Kismayo	Dr. Hassan Weheliye, Tel. 0615836501

Jubba land	Lower Juba	Kism ayo	ARC	Medical assistance	Kismayo	Nurse, Hamdi Hassan, Tel. 0619840899/618 908882
Jubba land	Lower Juba	Kism ayo	ARC	Medical assistance	Kismayo	ARC Bula Abliko, Nurse, Shukri Sulub, Tel. 0619840899/616 683470
Jubba land	Lower Juba	Kism ayo	SWACEDA	Medical assistance	Kismayo	Abdirahman Mohamed Guraa, e-mail: swaceda.org@gmail.com/ sirmed6@gmail.com, Tel. 0612566528
Jubba land	Lower Juba	Kism ayo	SEDHURO	Medical assistance	Kismayo	Ali Abshir, Email- a.abshir@sedhuro.org, Tel. 0616524559
Jubba land	Lower Juba	Kism ayo	WRRS	Medical assistance	Dalhiska MCH	Abdisamad Mohamed Abdille, Medical Doctor, Tel. 0615250816
Jubba land	Lower Juba	Kism ayo	ARC	Psychosocial support	Kismayo	Psychosocial Counsellor, Fatima Ahmed, E-mail: FatimaAA@arcrelief.org, Tel. 0619840899
Jubba land	Lower Juba	Kism ayo	SEDHURO	Psychosocial support	Kismayo	Ali Abshir, Email: a.abshir@seduro.org, Tel. 0616524559
Jubba land	Lower Juba	Kism ayo	CEDA	Psychosocial support	Kismayo	Mohamed Qadar, Email- qadar12311@gmail.com, Tel. 0617439441
Jubba land	Lower Juba	Kism ayo	SWACEDA	Psychosocial support	Kismayo	Abdirahman Mohamed Guraa, Email: swaceda.org@gmail.com/ sirmed6@gmail.com, Tel. 0617787039
Jubba land	Lower Juba	Kism ayo	WRRS	Psychosocial support	Kismayo	Nuney Dekow Kalba, E-mail: wrrskismayo@gmail.com, Tel. 0612665787