



SKILLS DEVELOPMENT FOR YOUTH EMPLOYABILITY IN BLUE ECONOMY PROJECT (SEBEP)

GRIEVANCE REDRESS MECHANISM

2024

ACRONOMYS ABBREVIATION

ESIA	Environmental Impact Assessment
GRM	Grievance Redress Mechanism
GBV	Gender Based Violence
SEA	Sexual Exploitation Abuse
MoEVT	Ministry of Education and Vocational Training
SEBEP	Skills Development for Youth Employability in Blue Economy
TVET	Technical, Vocational Education and Training
VTC	Vocational Training Center
ZEMA	Zanzibar Environmental Management Authority

GRIEVANCE REDRESS MECHANISMS FOR SEBEP PROJECT ZANZIBAR

1.0 INTRODUCTION

The Ministry of Education and Vocational Training Zanzibar is implementing a five-year project (2022/2027) under the name of Skills Development for Youth Employability in the Blue Economy (SEBEP). The main objective of the project is to increase productivity and better employment opportunities for the youth through institutionalizing an environmentally conscious, gender inclusive, demand-driven, and interlinked education and skills development system responding to the needs of the Labour market in the Blue Economy. The main activities in this project are the construction of five vocational training centres (VTCs) in both Unguja and Pemba, Construction of Marine and Maritime Institute, Construction of Business Incubation Center, Construction of Hostel for 500 Girls students, Construction of oil and gas workshop together with Administration block. The project is designed within the aspirations of the Zanzibar Development Vision 2050, which identifies the development of core skills and competencies as a prerequisite for sustainable development in Zanzibar. The Vision highlights the need for innovative and inclusive skills development programs for decent employment, especially for the youth. The project is also aligned with the priorities of the Zanzibar Education Development Plan II (2017/18–2021/22), specifically the focus on promoting Technical, Vocational Education and Training (TVET) that is responsive to labour market demands. It is also aligned with the Blue Economy Policy (2020) which underscores the need for Zanzibar to harness its ‘blue resources’ to reduce poverty, create employment, and improve growth and exports while strengthening food and energy security. Part of the funds of the project will be used for carrying out regular environmental and social monitoring of the key activities of the project Unguja and Pemba. The regular environmental and social monitoring of the project activities will be carried out based on the provisions of the Zanzibar Environmental Management Act, 2015, Environmental Assessment Regulations, 2019 and Environmental and Social Management Plan as outlined in each respective ESIA Report for each respective activity of the project.

2.0 Objective of GRM

The main objective of the GRM is to provide important feedback and learning mechanisms that can assist in improving project impacts and minimize the risks that could unintentionally affect project beneficiaries. Specifically, it aims to:

- (a) Ensure transparency and accountability to all stakeholders throughout the implementation of the project;

- (b) To Provide channels for project stakeholders to give feedback on project activities
- (c) Address complaints and grievances and provide a mechanism that allows for the conflict resolutions of issues affecting the project and wider community;
- (d) Resolve any emerging environmental and social grievances in project areas, and;
- (e) Promote relations between the PIT and other project stakeholders.

3.0 Scope of GRM

The GRM is intended to improve project outcomes by creating a mechanism for dispute resolution during project implementation. It also serves as a tool for creating public awareness about the project and providing the PIT with practical suggestions and feedback during project construction, implementation and operation. The GRM committee will be available at all project construction sites in Unguja and Pemba such as the VTC construction sites including Bweleo, Jendele, Pangatupu in Unguja, Chambani and Tumbe Mashariki in Pemba, Marine and Maritime Institute at Beit-ras Campus, construction of Incubation Centre at Kizimbani and the construction at Karume Science and Technology. The GRM will be available to all stakeholders including the project's surrounding communities; the Ministry of Education and Vocational Training, Vocational Training Centers and other individuals who will be directly or indirectly, positively or negatively affected by project

4.0 Expected Outputs

The GRM will lead to:

- Timely Identification of problems and adoption of cost-effective remedial action
- Identification of the issues related to implementation capacity and processes
- Achievement of the project timely
- Greater Accountability to stakeholders

5.0 Principles of GRM

In order to ensure the effective resolution of stakeholder grievances, MoEVT through SEBEP shall uphold the following principles:

- **Transparency and accountability:** The entire GRM process should be done out of public interest.
- **Accessibility:** The GRM should be accessible to everyone at any time.
- **Rights compatibility:** The outcomes of the mechanism shall be consistent with the African Development Bank and national standards. It should also not restrict access to other redress mechanisms.
- **Predictability:** There shall be a clear timeframe for the resolution of complaints.

- Feedback: There shall be a known feedback mechanism.
- Equitability and fairness: Aggrieved parties shall have access to relevant sources of information relative to their complaint. Likewise, all the procedures therein shall be widely perceived as unbiased regarding access to information and meaningful public participation.

6.0 GRIEVANCES MECHANISMS PROCEDURES

6.1 Complaints Channels

The preferable channels for reporting grievances shall be communicated to stakeholders as part of community engagement. The channels include:

- (i) Email address: *sebep@moez.go.tz*
- (ii) Telephone number: 0777429430, 0777493069, 0777961914 and 0772274869, ***this numbers will be used as a temporary while the project finding free tall number for communication***
- (iii) Platform: Portal, social media accessed through the Ministry website www.moez.go.tz
- (iv) Suggestion boxes located at points where the project activities are implemented. Such as Jendele, Bweleo Kizimbani, Pangatupu, Karume Institute of Science and Technology, Marine and Maritime Institute at Beit Raas Campus, Chambani, Tumbe Mashariki and at SEBEP office.
- (v) Through Community Leader (Sheha) Offices located in all project site offices.
- (vi) The letter will be sent to the Project office through the following address: -
 The Manager
 SEBEP Project
 Ministry of Education and Vocational Training
 P.O.BOX 394
 143, Julius Kambarage Nyerere Road
 Mazizini – Zanzibar
- (vii) Verbal or written complaints are availed directly or through project meetings. In this aspect, project stakeholders shall provide verbal feedback or complaints and the project staff responsible for GRM will log the complaint on their behalf through the Grievance Registration form, and it will be processed through the same channels.

7.0 Project Grievance Committee

The SEBEP office shall establish a project grievance committee comprising seven members as follows: -

- a) Four members appointed from Shehia Level and sheha will be a chairperson
- b) One member appointed from District Level
- c) One member appointed from Ministry Level

d) One member appointed from Regional Level

The committee shall comprise a proportion of Gender. There shall be no charge for making a complaint or conveying comments or suggestions. The project shall ensure flexibility in the channels available and make sure that different contact points are available for a person to make a verbal complaint, and if the complaints addressed to the wrong person or entity are redirected to the right provided channels. The investigation of the complaints shall take seven (7) to 14 working days. If more time is needed, then the complainant will be notified with an explanation of when she/he can expect the resolution.

8.0 Confidentiality and Conflict of Interest

Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known. For this reason, multiple channels to make a complaint have been established and conflicts of interest will be avoided. Specific procedures for Gender Based Violence (GBV)/Sexual Exploitation and Abuse (SEA) including confidential reporting with safe and ethical documentation of GBV/SEA cases will be handled by a neutral person/committee designed outside the GRM system.

9.0 Receipt and Registration of Complain

The selected person receiving the complaint will complete a grievance form (Appendix 1) or make the form available to the complainant to fill out directly and submit to the respective addresses mentioned in section 7.0. The complaints will be collected/received and compiled by the selected grievance focal person in all construction sites where the project will be implemented. It is also important to note that:

- (a) The complaints will be received/collected throughout the project life and during operation,
- (b) When a complaint or grievance is presented, the complaint must be noted and recorded in writing using a Grievance Registration Form (Appendix 1). The Grievance Focal Person must read and explain what has been recorded to the complainant to confirm the complaint or grievance has been recorded properly,
- (c) In case the grievance has been received by someone other than the Grievance Focal Person, all forms must be handed over to the Grievance Focal Personal within 24 hours, and;
- (d) Each complainant must receive a Grievance Acknowledgement Form (Appendix 2).

10.0 Recording and Logging

Procedures for recording/logging grievances shall be as follows:

- (a) Once the complaint has been categorized, the Grievance Focal Person shall log/record the details regarding the complaint into the established recording system in the form of hard or soft copy. GRM files should be stored in a secure place.
- (b) Once a complaint has been logged and sorted, the GRM focal point/person shall refer the case to the Grievance Redress Committee and direct the Committee to investigate the complaint within the time frame in which the complaint should be resolved and agreed on the course of action.
- (c) Once the investigation process has been established, the person responsible for managing the GRM will record and enter data and information into the established grievance log (Appendix 3).

11.0 Sorting/ Categorization and Review of Complaints

After compilation, the respective GRM focal person (s) will be responsible for sorting and giving feedback/acknowledgement to the complainant. Table 1 gives examples of categories that could be used to sort the complaints:

Table 1: Categories for sorting complaints

No.	Sorting
Category1	Grievances regarding violations of policies, guidelines, and procedures
Category2	Grievances regarding contract violations
Category3	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
Category4	Grievances regarding abuse of power/ intervention of project by government officials
Category5	Grievances regarding project implementing unit staff performance
Category 6	Grievances Regarding Environmental Degradation
Category7	Inappropriate reporting of project-implemented activities
Category8	Suggestions
Category9	Appreciations
Category 10	Unfair Labour distribution

Category 11	Labour disputes
----------------	-----------------

The grievance focal person shall determine whether the grievance is eligible or ineligible before further investigation. Eligible grievances include those that are directly or indirectly related to the SEBEP Project and that fall within the scope of the Grievance Redress Mechanism as explained in section 1.3. Ineligible Complaints may include those that are clearly not related to the SEBEP Project or its contractors' activities, and whose issues fall outside the scope of the Grievance Redress Mechanism.

If the grievance is deemed ineligible it can be rejected however a full explanation as to the reasons for this must be given to the complainant and recorded in the Grievance Database. If the grievance is eligible, determine its severity level using the significance criteria in Table 1. This will help to determine whether the grievance can be resolved immediately or requires further investigation and whether senior management will need to be informed of the grievance.

12.0 Notification to the Complaints

Generally, MoEVT will proactively inform affected communities and the wider stakeholder group of the details of the Grievance Redress Mechanism. This will include information about where people can go and who they can talk to if they have a grievance. This information shall be widely and regularly publicized, throughout the duration of the public consultation exercise and through meetings and the distribution of fliers. The information provided will be in a format and language that is readily understandable by the local population and/or orally during routine stakeholder engagement.

Specifically, notification to the complainant will be done in several ways as follows:

- (a) If the complainant is known, the Grievance Focal Person shall communicate the course of action to her/him by letter, Grievance acknowledgement Form, phone and /or email, within the established timeframe since receipt of the grievance, and;
- (b) Where the complainant's address is available, notification should be provided in writing using predetermined Notification Form (Appendix 2)

13.0 Investigation

All grievances shall be dealt with on a case-by-case basis. Cases with a contractual basis will be dealt with as per the contract(s). However, all will require further communication with

complainants and other parties that seek to jointly identify and select measures for grievance settlement. This will ensure greater involvement of the aggrieved parties. During the investigation, the following steps shall be considered:

- (a) The GRM Committee shall appoint a person (s) or a team to investigate complaints.
- (b) The person/team responsible for investigating the complaint will gather facts to generate a clear picture of the circumstances surrounding the grievance. Verification normally includes:
 - (i) site visits,
 - (ii) review of documents,
 - (iii) a meeting with the complainant (if known and willing to engage); and
 - (iv) a meeting with those who could resolve the issue including formal and informal officials.
- (c) The results of the verification and the proposed response to the complainant will be presented for consideration to the Grievance Committee.

Once the decision has been made on the course of action and on the response to be provided to the complainant, the Grievance Focal Person shall describe the action taken in the established grievance form (Appendix 4) and submit it to GRM committee.

14 Gradience Disclosure

Once the grievance is resolved, the complaint and the actions taken will be disclosed to relevant authorities and the identity of the complainant will remain confidential.

In the case where the stakeholder is not satisfied with actions taken, the grievance will either:

- (a) Be reported to the MoEVT management and a decision will be taken either to implement supplementary actions or to consider initiating an appeal process; or
- (b) The GRM committee will approach a neutral or third party to assist in mediating and resolving the grievance. This third party should be neutral, well-respected, and agreed upon by both MoEVT and the affected parties. These may include legal advisors, local or international respected individual or technical experts; or
- (c) In cases where further mediation is necessary, appropriate government involvement will be requested

14.0 Management of GRM

The overall management of GRM for the SEBEP project is under the Principal Secretary (P.S) who will be assisted by the SEBEP Project Coordinator. However, in each area where the SEBEP project is implemented, there will be a designated focal person to handle the submitted complaints.

The designated person will be called the GRM Focal Person for easy recognition during grievance occurrence and handling. In addition, there will be a GRM Committee appointed by the Principal Secretary responsible for mediating and resolving all cases submitted to them by the GRM Focal Person.

15.0 Roles and Responsibilities of Various GRM Actors

a) Principal Secretary

- i. Ensures that this Grievance Redress Mechanism procedure is applied through all levels of construction that are undertaken related to the SEBEP project
- ii. Provides the resources necessary for the resolution of grievances
- iii. Applies necessary controls to minimize risks that could result in stakeholder grievances, and
- iv. Contribute to the resolution and sign off any grievances which have local and international repercussions.

b) GRM Focal Person

- i. Serves as the initial point of contact for any grievances
- ii. Compiles, sorts, and reviews all grievances that are reported
- iii. Consults with the GRM Committee to develop resolutions to grievances,
- iv. Follows up on all reports
- v. Ensures that the GRM procedures are maintained
- vi. Maintains the grievance log, and
- vii. Conducts awareness training internally.

c) GRM Committee

- i. Mediate and resolve all complaints submitted to them in liaison with GRM focal persons and the investigation team
- ii. Appoint an investigation team
- iii. Approach the independent arbiter when the need arises.

d) SEBEP Project Implementation Team

- i. Receive and acknowledge any issue, concern, complaint, or grievance from the community, verbally or in writing. They will record the issue and report it to the Grievance focal person in compliance with the Grievance Redress Mechanism procedure;

- ii. Create awareness to project stakeholders on the GRM,
- iii. Involvement in the investigation of grievances as required depending on the nature and severity of the grievance and as directed by the GRM Committee

e) Monitoring and Reporting

The overall routine monitoring and reporting of grievances shall be vested upon SEBEP as part of the broader management of the Project. This involves good record keeping of complaints raised throughout the life of the implementation and operation of the SEBEP Project. On receipt of grievances, electronic notification to management must be distributed. Grievance records must be always made available to management.

Monthly internal reports will be compiled by the Grievance Focal Persons in all construction sites and distributed to the management team. These grievance reports will include:

- i. The number of grievances logged in the proceeding period by level and type
- ii. The number of stakeholders that have come back after 30 days stating they are not satisfied with the resolution
- iii. The number of grievances unresolved by level and type.
- iv. The number of grievances resolved between MoEVT and complainant, without accessing legal or third-party mediators, by level and type
- v. The number of grievances of the same or similar issue.
- vi. Ministry management responses to the concerns raised by the various stakeholders
- vii. The measures taken to incorporate these responses into project design and implementation

These reports and other records will be made available for external review if required. A hard copy will be located at the MoEVT offices where the project is implemented, and an electronic copy will be made available online through MoEVT and SEBET websites.

16.0 APPENDIX

16.1 Grievance registration form

Appendix 1

Grievance registration form			
Reference No. (for official use)			
Mode of filling inquiry or grievance (Check in <input type="checkbox"/>):			
In-person	Telephone	Email	Phone text message
Website	Letter	Suggestion box	Community meeting
Public consultation	Other		
Name of a person(s) raising grievance: <i>(information is optional and always treated as confidential)</i>			
Sex: Male (<input type="checkbox"/>) Female (<input type="checkbox"/>)			
Project location:			
Address or contact information for person raising grievance: <i>(information is optional and confidential)</i>			
Preferred Language for communication			
Description of Incident or Grievance: What happened? Where did it happen? Who did it? Who was aggrieved? What are the consequences?			
Date of Incident/Grievance			
Frequency of occurrence	(Check in <input 3"="" type="checkbox/>)</td> </tr> <tr> <td></td> <td colspan="/> <ul style="list-style-type: none"> ● One-time incident/grievance ● Happened more than once (how many times? (.....)) ● On-going (currently experiencing problem) 		
How can this grievance be resolved?			
Additional Comments			

16.2 Grievance notification/acknowledgement form

Appendix 2

Grievance receipt form			
Grievance No.			
Mode of filling inquiry or grievance (Check in <input type="checkbox"/>):			
In-person	Telephone	Email	Phone text message
Website	Letter	Suggestion box	Community meeting
Public consultation	Other		
Name of a person(s) raising grievance: (information is optional and always treated as confidential)			
Sex: Male (<input type="checkbox"/>) Female (<input type="checkbox"/>)			
Project location:			
Address or contact information for person raising grievance: (<i>information is optional and confidential</i>)			
Date of grievance received:			
Grievance received by:			
Contact details of GRM Focal Person		Telephone:	
		Email:	
		Address:	
Deadline for response:			

16.3 Grievance Log

**Appendix
3**

Grievance record form			
Grievance No.			
Mode of filling inquiry or grievance (Check in <input type="checkbox"/>):			
In-person	Telephone	Email	Phone text message
Website	Letter	Suggestion box	Community meeting
Public consultation	Other		
Name of a person(s) raising grievance: (<i>information is optional and always treated as confidential</i>)			
Sex: Male (<input type="checkbox"/>) Female (<input type="checkbox"/>)			
Project location:			
Address or contact information of person(s) raising grievance: (<i>information is optional and confidential</i>)			
Preferred Language for communication			
Grievance received by:			
Description of Incident or Grievance:			
Nature of grievance:			
Action recommended:			
Responsible person:			
Due date:			
Status of resolution:			
Date of resolution:			
Resolution summary:			

Was the aggrieved person satisfied?	Y () N ()	Comments from GRM Focal Person:	
Grievance closed?	Y () N ()	Grievance resubmitted	Y () N ()

16.4 Grievance Resolution Form

Grievance resolution form			
Grievance No.			
Date grievance received:			
Nature of grievance:			
Mode of delivering resolution (Check in <input type="checkbox"/>):			
Recorded personal communication	Recorded Telephone conversation	Email	Phone text message
Website	Letter		Community meeting
	Other		
Address or contact information for person raising grievance: (<i>information is optional and confidential</i>)			
Name of person delivering resolution:			
Action recommended:			
Resolution summary:			