



**Federal Government of Somalia  
Somali National Bureau of Statistics**

**Somali Integrated Statistics and Economic Planning  
Capacity Building  
(P171160)**

**Grievance Redressal Mechanism (GRM)**

**FOR DISCLOSURE**

**MARCH 2020**

## **Grievance Redressal Mechanism**

Grievance and Redressal Mechanism (GRM) will be used to allow any member of the public to file a grievance at any step of the project's implementation process, or ask questions related to the project.

Any comments and grievances regarding the SISEPCB project can be submitted through different ways, which may include in person, by phone, email or by the grievances in a SISEPCBP complaints Box at the Somalia National Bureau of Statistics (SNBS).

SNBS will receive and consider all comments and complaints associated with the Project. A sample of the Project Public Grievance Form is provided at the end of this document (Compliant sample form).

**Grievance Management Process.** Whilst the project has been classified as a project with a moderate risk, the project may have some unintended consequences - risk of further exacerbating existing exclusion patterns or tensions between groups who feel they are under/mis-represented. In order to ensure the smooth implementation of the Project and timely and effectively addressing of the problems that would be encountered during implementation, including the necessary actions of mitigation and avoidance, a Grievance Redressal Mechanism (GRM) is developed which will enable the Project Authorities to address the Grievances of the stakeholders of the Project including the beneficiaries. SNBS, will have the responsibility of resolving all issues related to the project activities in accordance with the laws of FGS and the World Bank Environmental and Social Standards through a clearly defined GRM that outlines its process and is available and accessible to all stakeholders.

**Building Awareness of GRM.** The project coordinator and his staff at the project implementation unit (PIU) will initially brief all the staff of SNBS and statistics units in other project benefiting ministries and agencies about the Grievance Redressal Mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures. The project coordinator will also brief the other stakeholders on GRM and explain the procedures and formats to be used including the reporting procedures. Awareness campaigns would be conducted targeting the project staff and other stakeholders to educate them on the availability of the mechanism. Various mediums will be used. The GRM will also be published on SNBS website [www.nbs.gov.so](http://www.nbs.gov.so) indicating the existence of the mechanism and a phone number, email and address of the person designated to handle the reported grievances. The GRM will be translated into local and colloquial expressions if determined to be needed.

The project will aim to address grievances with the following steps and indicative timelines:

No.	Steps to address the grievance	Indicative timeline*	Responsibility
1	Receive, register and acknowledge complaint in writing.	Within two days	PIU Project coordinator
2	Screen and establish the basis of the grievance; Where the complaint cannot be accepted (for example, complaints that are not related to the project), the reason for the rejection should be clearly explained to the complainant.	Within three days	PIU Project coordinator
3	Grievance Redress Committee to consider ways to address the complaint.	Within three days	Grievances Redressal Committee (GRC)
4	Implement the case resolution or the unsatisfied complainant can seek redress with the appeal process.	Within three days	GRC
5	Document the grievance and actions taken and submit the report to GRC.	Within three days	PIU Project coordinator
6	Elevation of the case to a national judiciary system, if complainant so wishes.	Within one month	The complainant
* If this timeline cannot be met, the complainant will be informed in writing that the GRC requires additional time.			PIU Project coordinator

**Grievances related to Gender Based Violence (GBV).** To avoid the risk of stigmatization, exacerbation of the mental/psychological harm and potential reprisal, the GRM shall have a different confidential and sensitive approach to GBV related cases. Where such a case is reported through the GRM, it should immediately be referred to the appropriate service providers, such as law enforcement, medical and psychological support, emergency accommodation, and any other necessary services. Data on GBV cases should not be collected and reported through the GRM, such data will be referred to appropriate service providers mentioned above. Only the nature of the complaint (what the complainant says in her/his own words) and additional demographic data, such as age and gender, will be collected and summarized in GRM report.

**Contact details for the public**

Somalia National Bureau of Statistics (SNBS)

Web address: [www.nbs.gov.so](http://www.nbs.gov.so)

Email: [complaints.sisepcb@nbs.gov.so](mailto:complaints.sisepcb@nbs.gov.so)

Telephone (toll free): 2137

Complaints may also be placed in the Complaints Box located at SNBS office

Working Hours: Saturday- Thursday 9:00 AM- 5:00 PM

Address: Afgoye Road, KM5, Mogadishu-Somalia

**Complaints Sample Form**

<b>Reference No:</b>	
<b>Full Name</b>	
<b>Contact information and preferred method of communication</b>  Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> <b>By Post: Please provide postal address:</b> ..... .....
	<input type="checkbox"/> <b>By Telephone:</b> .....
<input type="checkbox"/> <b>By E-mail:</b> .....	
<b>Description of incident or grievance:</b> What happened? Where did it happen? Who did it happen? To whom did it happen? What is the result of the problem? Source and duration of the problem?	
<b>Date of incident/grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance (date .....</b> )
	<input type="checkbox"/> <b>Happened more than once (how many times?.....)</b>
	<input type="checkbox"/> <b>On-going (currently experiencing problem)</b>
<b>What would you like to see happen to resolve the problem?</b>	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return this form to:**

Mohamed Abdinur, Project Coordinator

Somalia National Bureau of Statistics (SNBS)

Email: [complaints.sisepcb@nbs.gov.so](mailto:complaints.sisepcb@nbs.gov.so)

Telephone (toll free): 2137