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| **E0016 EMPIRE PV Plant** |

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| **Client: Al Ambaratouria Li Taka Shamsia** | |  | | | | |
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# MODIFICATIONS CONTROL

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| **Revision** | **Date** | **Section** | **Modifications** |
| A | 04/07/2017 | All |  |

# PURPOSE

To establish the general guidelines from the Project Management in order to control grievances, claims or suggestions for the Al Mafraq Community during the construction stage.

# SCOPE

The scope of this document is the Mafraq Municipality Community.

# PERFORMANCE OF THE PROCEDURE

OHL Industrial will adopt a formalized a Grievance Mechanism for the Community to monitor and promptly resolve any potential conflicts with stakeholders whose interests may be affected, and to ensure that all comments and complaints from any community stakeholder are considered and addressed in an appropriate and timely manner.

Each complaint whether from an individual or an entity or an anonymous way from local community will be considered.

When a grievance, claim or suggestion is submitted by an individual, an entity or anonymously, there will be no retributions on behalf of the BOS Contractor.

First of all, OHL Industrial will appoint a person who will assume the position of Community Liaison Officer (CLO). This person will be responsible for dealing with community grievances, as well as, the management of the communication actions and dialogue with the community stakeholders, always in coordination with the Mafraq Development Corporation Community Management Responsible (MDC’s Responsible).

The successful candidate will speak both Arabic and English and will have the direct supervision by the OHL Industrial Manager on site to ensure proper management of the Grievance Mechanism for the Community.

The management and direct attention to the public in general, as well as the communication, training sessions if necessary and the public forms will be all available both in Arabic and English.

The steps that OHL Industrial will follow to formalize a Grievance Mechanism for the Community are:

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| Septs: | Actions to be taken: |
| Publicize the existence of the Public Grievance Mechanism to different stakeholders | The CLO and the MDC’s Responsible will both be responsible for publicizing the mechanism with actions such us:   * Meetings with individuals and representatives of the different stakeholders of the community if necessary. * Organize any other communication actions or methods if necessary. |
| Establish the system of receiving the grievances | The CLO will be person who receives the grievances from the community stakeholders and address them to MDC’s Responsible.  Grievances, claims or suggestions can be submitted by a person, an entity, an association…or an anonymous way.  OHL Industrial will set a specific place on site where the CLO will meet the stakeholders, the opening hours on working days to attend the public, and create an email account to receive the complaints. The MDC’s Responsible may also receive the community grievances directly.  If necessary, the CLO and the MDC’s Responsible will establish and advertise other specific grievance receiving channels. |
| Receiving and keeping track of the grievances | Each complaint whether from an individual or an entity will be considered and a response to each specific complaint will be directly communicated to the party that raised it.  The resolution of complaints anonymously, will be published in the office of the CLO and the MDC.  Both the CLO and the MDC’s Responsible will receive the claim, register it and provide the stakeholder a receipt of the complaint with a register number.  All the complaints registered will be summarized and listed in an unique formal database/register, The Grievance Registry, which will contain the name and contact of the person/community group or entity/industry who made the complaint, the date received, the explanation of the case or complaint, the solution adopted, the date of response sent to the complainant and other important information.  The Grievance Registry will be managed by MDC’s Responsible who is in charge to update it. |
| Reviewing and investigating grievances and giving response | The CLO will investigate the complaint’s legitimacy/eligibility for validation purposes. The extent of the review will depend on how problematic the complaint is. All received complaints will then be organized into categories. The MDC’s Responsible will do the same process with complaints received directly.  The MDC’s Responsible will present the complaint to the Grievance Committee in order to discuss it and decide a final solution. This Committee will be formed by the MDC’s Responsible; the CLO, a Representative from OHL Industrial management on site and a SPV’s Representative.  Once the grievance is investigated and clarified, the Grievance Committee will decide resolution options and prepare a response.  Before communicating the proposal of solution to the complainant the Grievance Committee will study and define the areas involved in its implementation.  Then the MDC’s Responsible and CLO will call the complainant to a meeting to discuss the grievance.  After the meeting, the Committee will give a final decision in writing. The MDC’s Responsible and CLO will be responsible to communicate a clear response to the complainant.  Meanwhile, individuals/entities have the right to request that their name to be kept confidential.  Complaints shall be closed when an agreement is reached with the complainants.  This shall be recorded in the Grievance Registry accordingly, along with the closing date, and any other supporting documentation, for instance, photos, to be stored for future reference.  If the complainant is not satisfied with the proposed solution, this person has the right to go to Court in order to solve the problem, in this case, and if the person obtains through Courts an alternative solution, the Grievance Committee will accept the Court´s decision and consequently will start the measures proposed. |
| Parameters to define the validity of a complaint | The validity of the complaint should be resulting from:  -Rights of land and access and/or commercial disputes.  -Impacts occurring during construction or operation phase.  An invalid claim could be complaints related to loss of access to land received after the announcement of the cut-off date, and nuisances or damages to local community members that are not related to the project activities.  If there are numerous complaints at some point of the project, the MDC’s Responsible and CLO will conduct an open meeting with de community in order to understand properly the issues and keep a good relation with the local communities and try to solve the problems.  If the claim was rejected for reasons such as being ineligible has no basis or no action is required, then the MDC’s Responsible and CLO must put together a diplomatic response explaining the reason for rejection to the complainant with evidence where applicable. |
| Monitoring, reporting and evaluating Grievance Mechanism | The MDC’s Responsible and CLO will monitor the satisfaction of the complainant with the solution adopted.  The CLO and MDC’s Responsible will analyze all the complaints received and recognize patterns that reveal the most problematic issues in order to reach the best solutions.  The final step is to evaluate the effectiveness of the grievance mechanism and continuous improvement and adjustments of the systems.  The management of OHL Industrial and SPV’s Representative will be involved in this process in order to decide the implementation of changes in the mechanism if necessary. |

# APPENDICES LIST

1. Public Grievance Form
2. Public Grievance Solution Form
3. Grievance Registry
4. Procedure – Grievance Mechanism for the Community

# APPENDIX 1: PUBLIC GRIEVANCE FORM

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference No/ رقم المرجع** |  | | |
| **Full Name /الاسم الكامل**  **(\*)** |  | | |
| **Contact Information / معلومات جهة الاتصال**  **Please mark how you wish to be contacted (mail, telephone, e-mail) / الرجاء اختيار طريقة التواصل التي تفضلها (البريد، الهاتف، البريد الإكتروني)**  **(\*)** | * **By Post: Please provide mailing address: / للتواصل بواسطة البريد: الرجاء تزويدنا بالعنوان:**   **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**   * **By Telephone: /بواسطة الهاتف:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** * **By E-mail / بواسطة البريد الإكتروني \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** * **Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | |
| **Preferred Language for communication / لغة التواصل المفضل استخدامها** | * **Language 1 (specify) / اللغة الأولى (تحديد)** * **Language 2 (specify) / اللغة الثانية (تحديد)** | | |
| **Description of Incident or Grievance /الشكوى وصف الحادثة أو**  What happened/ماذا حدث? Where did it happen/ أين حصل ذلك? Who did it happen to/ من المتضرر? What is the result of the problem/ما هي آثار المشكلة? | | | |
| **Date of Incident/Grievance/تاريخ الحادثة/الشكوى** | |  | |
|  | | * **One time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)**   **/ الحادثة/الشكوى التي حصلت مرة واحد (التاريخ )**   * **Happened more than once (how many times? \_\_\_\_\_)**   **/ حصلت أكثر من مرة (كم مرة؟ )**   * **On-going (currently experiencing problem) /**   **مستمرة (أنت تواجه المشكلة حالياً)** | |
| **What would you like to see happen to resolve the problem? / ما الذي ترغب بحصوله من أجل حل المشكلة؟** | | |  |
| Signature/التوقيع: (\*)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date/التاريخ: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Please return this form to/ الرجاء إعادة هذا النموذج إلى:**  Community Liaison Officer OHL Industrial or MDC’s Responsible/  موظف الاتصال المجتمعي لأو اتش ال اندستريال أو مسؤول إم دي سيزي  Address/:العنوان \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tel./التلفون: \_\_\_\_\_\_\_\_\_ or E-mail/ البريد الإلكتروني: \_\_\_\_\_\_\_\_\_ | | | |
| **(\*)** If you wish to apply anonymous, you don’t need to fill this field. | | | |

# APPENDIX 2: PUBLIC GRIEVANCE SOLUTION FORM

|  |  |  |
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| **Reference No/رقم المرجع** |  | |
| **Full Name/الاسم الكامل** |  | |
| **Description of Incident or Grievance/**  **شرح الحادثة/الشكوى** |  | |
| **Date of Incident/Grievance/**  **تاريخ الحادثة/الشكوى** |  | |
| **Grievance solution adopted/**  **الحل الذي تم اعتماده للشكوى المقدمة** |  | |
| **Date closed/**  **تاريخ إغلاق الشكوى** |  | |
| **Signature: Name of the complainant/**  **التوقيع: اسم مقدم الشكوى** | | **Signature: Community Liaison Officer (CLO) / MDC’s Responsible/التوقيع: موظف الاتصال المجتمعي / مسؤول ام دي سيز** |
| **Photographs/الصور** | | |

# APPENDIX 3: GRIEVANCE REGISTRY

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#N/**الرقم | **Date received/**  تاريخ استلام الشكوى | **Name**/الاسم | **Area**/المجال | **Case**/الحالة | **Cost**/التكلفة | **Solution**/الحل | **Date closed/**  تاريخ إغلاق الشكوى | **Comment**/ملاحظات |
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# APPENDIX 4: PROCEDURE - GRIEVANCE MECHANISM FOR THE COMMUNITY

**Person/ Entity has a grievance/**

**الشخص/المؤسسة التي عندها شكوى**

Record keeping/حفظ السجلات

**Community Liaison Officer (CLO)/ موظف الاتصال المجتمعي**

Ineligible / No basis

/ No action required/

غير مقبولة/ لا يوجد أي أساس لها / لا يتعين إتخاذ أي إجراء بشأنها

**MDC´s**

**Responsible/**

**مسؤول ام دي سيز**

Eligible/ مقبولة

Yes/نعم

Yes/نعم

**Problem**

**resolved by Court/**

**تم حل المشكلة عن طريق المحكمة**

Yes/نعم

**Grievance resolution agreement/**

**الموافقة على قرار الشكوى**

**Resolving through Court/الحل عن طريق المحكمة**

**Resolution measures – Grievance Closed/**

**تدابير إتخاذ القرار – إغلاق الشكوى**

No/لا

**Problem**

**resolved to person /entity satisfaction/**

**تم حل مشكلة الشخص/الهيئة بما يرضيهم**

**Grievance Committee/**

**لجنة الشكاوي**

**Grievance**

**Registry/**

**تسجيل الشكوى**

**Grievance**

**screening and review/**

**فحص الشكوى ومراجعتها**

**Evaluation of the Grievance Mechanism/تقييم آلية الشكوى**