

# Bangladesh Weather and Climate Services Regional Project

## Grievance Redress Mechanism (GRM)

### For Component B: Strengthening Hydrological Information Services and Early Warning Systems (SHEWS)



Bangladesh Water Development Board (BWDB)

**October, 2018**

Contents

Project Description ..... 3

Project Components, Sub-Components and Activities .... 4

Component B: Strengthening Hydrological Information  
Services and Early Warning Systems ..... 4

Grievance mechanism and accountability ..... 6

Grievance Redress Mechanism ..... 6

Grievance Redress Committee (GRC) ..... 7

Implementation procedure ..... 8

Communication to complainant ..... 8

Analysis and Prevention ..... 9

GRM Documentation and Monitoring ..... 10

# Grievance Redress Mechanism

## Project Description

Bangladesh Weather and Climate Services Regional Project intends to introduce a complete package of weather forecast to improve accuracy and lead time for weather forecasts and multi-hazard early warning, increased sharing of data and information for extreme regional events, increase in number of end users satisfied by hydro-meteorological services and farmers satisfaction with agro-meteorological services. In Bangladesh, the Bangladesh Meteorology Department (BMD), under the Ministry of Defense (MoD) is the main providers of meteorological services while the Bangladesh Water Development Board (BWDB) under the Ministry of Water Resources (MoWR), is the main provider of water resources information and flood forecasting services. These two agencies provide weather, water and climate services to a range of user sectors. BMD is mandated to provide weather and climate related services. Services provided by it such as routine weather forecasts are directly provided to the general public. Other data and information in the form for instance, of rainfall data used for flood forecasting by BWDB, or severe weather warnings for thunderstorms or cyclones disseminated by the Department of Disaster Management (DDM) or high tide warnings for fishermen, the Department of Fisheries (DoF) and Port Authority are provided by BMD to users that can then use this information to inform affected communities or generate more tailored information and secondary information products for meeting the needs of their own sectors. BWDB's Hydrology Division and Flood Forecasting and Warning Center (FFWC) provides flood forecasts and warnings to the DDM which then disseminates it to District level Disaster Management Committees, media and local communities. Sectors such as aviation, agriculture, disaster risk management, urban water and sanitation authorities, are amongst the range of users that rely on weather and water services provided by these three main agencies BMD, DAE and BWDB.

The hydrological network, managed by the Hydrology Division of the BWDB, remains primarily manual with manual data collection, transmission and storage with only limited real time hydrological and flood forecasting. Even though the weather and water dependent agriculture sector that contributes to almost 16 percent of the country's GDP and provides employment to about 45 percent of the people, farmers in Bangladesh do not get any systematic agro-meteorological advisories or bulletins to be able to make appropriate decisions and adjust to weather variability at the farm level. At present, the BMD can issue only 24-hour general weather forecasts and does not have the required land, ocean or atmospheric observation network, hardware, software or human resource capacity for issuing accurate short term weather or longer range climate forecasts that can be used at the national level or regional levels.

This project seeks to transform the provision of weather, water, disaster risk and climate information services in Bangladesh by significantly reorienting these institutions – BMD, BWDB and DAE - towards developing and delivering user need based information products and services.

Project Components, Sub-Components and Activities

The project has been described in terms of components and potential subcomponents. The project includes four components: Component A, Component B, Component C, and Component D. Bangladesh Metrological Department will implement the project components A, Bangladesh Water Development Board will implement component B, and Department of Agricultural Extension will implement Component C. There is no particular implementing body for the component D yet but if Bangladesh Government prefers to take loan from the WB; BMD, BWDB and DAE can jointly implement Component D. This GRM is being prepared for component B and Bangladesh Water Development Board will be responsible to receive and solve any grievances related to component B. There are three sub-components under component B. Main Objectives and benefits of the subcomponents for Component B according to the consultation meetings with the primary and secondary stakeholders are given below.

Component B: Strengthening Hydrological Information Services and Early Warning Systems

*Sub-Component B1: Strengthening Hydrological Observation Network and Forecasting*

| Objectives of Sub-component B1                                                                                                                           | Expected climate products and others                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Design and modernization of the country’s hydrological observation network and forecasting                                                            | 1. Forecasting will be accurate                                                                                                                                 |
| 2. Installation of automated hydrological stations                                                                                                       | 2. Products delivered from satellite data for monitoring activities                                                                                             |
| 3. Strengthening groundwater monitoring network, sediment monitoring and measurement of river morphology.                                                | 3. Basic assessment and analysis of spatial and temporal factors for tropical cyclones, monsoon, storms etc                                                     |
| 4. BWDB’s existing equipment repair and calibration facility will be upgraded                                                                            | 4. Application products, e.g. probable maximum precipitation, floods, intensity duration facility etc.                                                          |
| 5. A centralized Data Center will be established.                                                                                                        | 5. Analysis on climate extremes maps, graphs, images etc                                                                                                        |
| 6. Multipurpose communication technologies for transmission and processing data to enable higher quality forecast and increase flood warning lead times. | 6. Assessment of current climate conditions in terms of averages, variance, thresholds, percentiles in weekly, 10 days, monthly, seasonal and annual time scale |
| 7. Support acquisition of hardware, software for improving hydrological and flood (flash floods, urban, riverine, coastal floods) forecasting.           | 7. Review and assessment of past climate patterns                                                                                                               |
|                                                                                                                                                          | 8. Analysis and interpretation of climate statements or products for general public or specific users                                                           |

**Sub-Component B2: Technical and Institutional Capacity Strengthening, Regional Collaboration, Project Management, Monitoring and Evaluation**

| Objectives of Sub-component B2                                                                                                                   | Expected Benefits                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Support institutional strengthening of the Hydrology Division of the BWDB.<br><br>2. Support M&E activities to track implementation progress. | 1) Right information and data dissemination to different organization<br>2) Education and training materials on climate services will be developed in university level<br>3) Policies on building human capacities will be developed<br>4) Regional and International training programs to enhance technical capacities<br>5) BWDB capacity building |

**Sub-Component B3: Strengthening Hydrological Services and Flood Early Warning Systems**

| Objectives of Sub-component B3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Expected climate products and others                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) Improve Early Warning Systems (EWS) and Disaster Risk Management in priority areas.<br><br>2) Development of end-to end flood related early warning systems.<br><br>3) Identification of risk through multi-hazard risk assessments leading to generation of credible risk information for informing mitigation actions at policy, planning and community levels;<br><br>4) Establish decision support tools for flood risk management including software, hardware;<br><br>5) Installations of a now casting system for flash floods and strengthen community based early warning systems. | 1) Accurate and timely data’s will be provided to the beneficiaries<br>2) Accurate flood related data<br>3) Risks in disaster prone areas will be easy to identified<br>4) Data, maps, images, graphs, diagrams will be provided to the beneficiaries<br>5) Accurate flash flood information, thunder storm information will be provided |

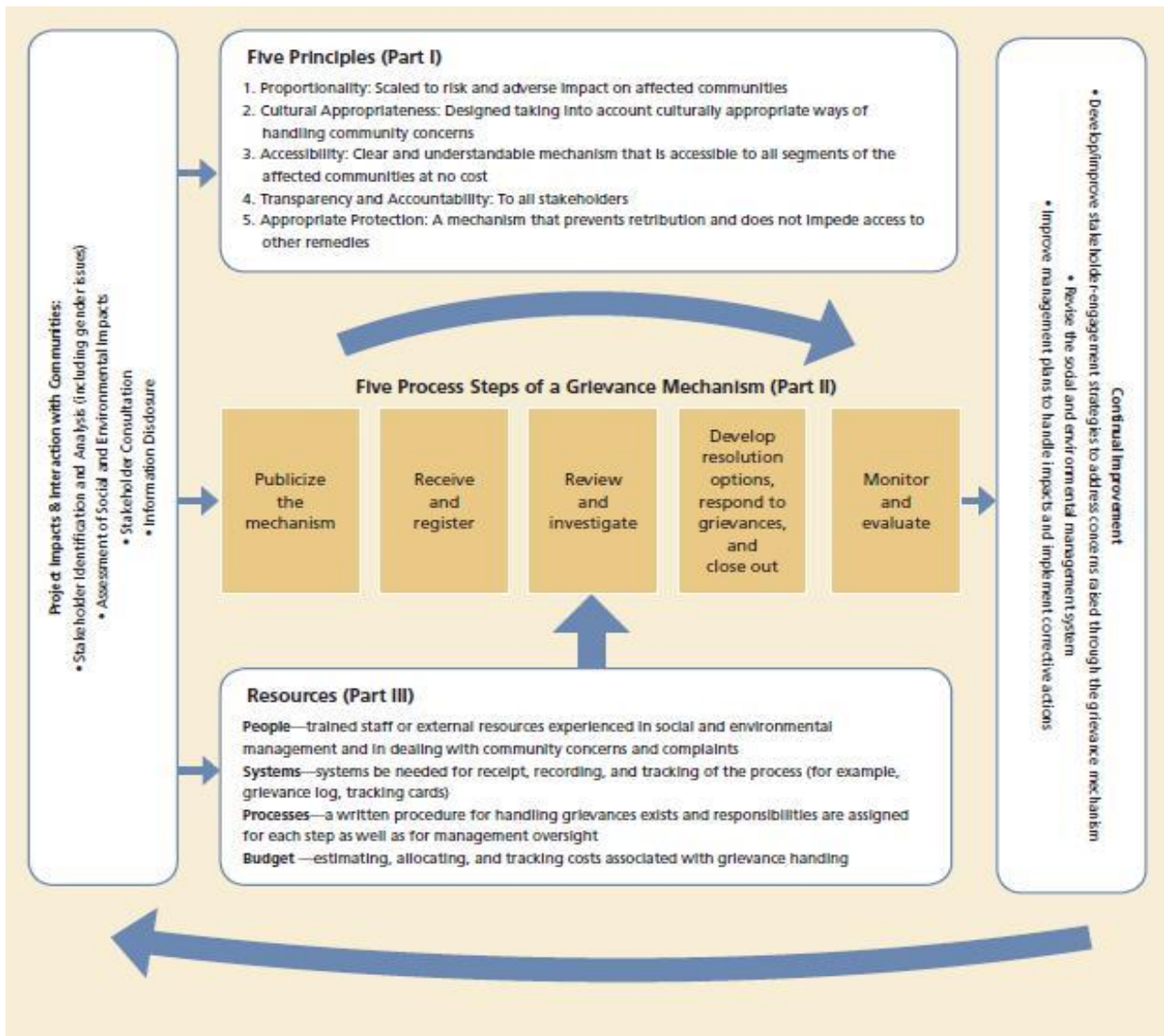
## Grievance mechanism and accountability

The World Bank will require the BWDB to provide a grievance mechanism, process, or procedure to receive and facilitate resolution of concerns and grievances of project-affected parties arising in connection with the project, in particular about the BWDB’s environmental and social performance. The grievance mechanism will be proportionate to the risks and impacts of the project.

Project-affected parties may submit complaints regarding project to the project grievance mechanism, appropriate local grievance mechanism, or the World Bank’s corporate Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. After bringing their concerns directly to the World Bank’s attention and giving Bank Management a reasonable opportunity to respond, project-affected parties may submit their complaint to the World Bank’s independent Inspection Panel to request an inspection to determine whether harm has occurred as a direct result of World Bank noncompliance with its policies and procedures.

## Grievance Redress Mechanism

Grievances are issues, concerns, problems, or claims (perceived or actual) that individuals or community groups want to address and be resolved by the Project. The grievance mechanism is a locally based, project-specific extra-legal way to deal with and resolve complaints and grievances faster and thus enhance project performance standards in terms of social and resettlement management.



## Grievance Redress Committee (GRC)

A two-tier bottom up GRC system will be established in this Project. First, there will be GRCs at the local level, hereafter called Local GRC (union/municipality level); and second, GRC at the project level to give room for grievances to be fairly reviewed. These GRCs will be established through gazette notifications from the Ministry. The APs will be informed through public consultation that they have a right to have their grievances redressed by the local committees as well as by the project management. If RAP is prepared for the project, APs can also call upon the support of the implementing NGO (INGO) engaged (if engaged) to implement the RAP to assist them in presenting their grievances or queries to the GRC. Other than disputes relating to ownership right under the court of law, the GRC will review grievances involving all resettlement assistance, relocation and other support. The local GRCs (at the union/municipal level) will hear the grievances first. Only unresolved cases will be forwarded to the next tier – Project level GRC for further review and resolution. Grievances will be redressed within a month from the date of lodging the complaints. GRC decisions will be on a majority basis and will be disclosed and available for review by the stakeholders. If any disputant is unhappy or unsatisfied with the outcome of the Project level GRC, he/she may file cases in the court.

GRCs at the union/municipality level (community level) will be formed with representatives from BWDB, local elected representatives from the Local Government Institutions (LGI), representatives of the affected persons (preferably women representative in case of women APs), and RAP implementing NGO (If NGO is required). There will be one GRC at local (union/municipality) level by the project to make it accessible to affected people both in terms of distance and time.

The Project-Level GRC will review all unresolved cases forwarded to by Local GRCs. It will be headed by the Project Director (PD). The Project-level GRC with representation of senior elected Upazilla official and civil society member will further establish fairness and transparency in the resolution of disputes or grievances. PD may involve safeguard specialist from PCU during the GRC in meeting. In specific cases, Project-level GRC may seek legal advice from the Legal Advisor or any external legal advisor, if required.

Safeguard specialist (environmental and social) will play the role of Local Focal Point of GRC.

The main responsibilities of the local focal point are given below:

1. Receipt of Grievance and record it with the website.
2. He/she will try to solve the grievance on spot. If it is not possible a tentative hearing date will be disclosed.
3. Based on the gravity of the grievance, hearing will be either at local level or at the office of PIU.
4. All the updated process and results will be disclosed to the project website.

Convener/chair of the GRC is responsible to handle the grievances in a timely manner. He/She will keep liaison with the other members of the committee.

Implementation procedure

The information and facilitation counter is designated as Focal Point for receiving the grievances/complaints from the citizens who are adversely affected due to the implementation of the project and its services. Any stakeholders can raise grievances directly to the websites, over phone or through mail. The Focal Point is responsible for receiving the grievances, issuing the acknowledgement receipt simultaneously and maintains the record in the format as Particulars of Citizen/Client, Particulars of the Grievance, Date of Receipt, Name, Address, Landline/Mobile/Email, Whether Acknowledgement given at the time of receipt, Subject of the grievance, Brief description, Date of Acknowledgement. The following formats will be used:

| Sl. No. | Date and description of Grievance | Grievance prone areas identified | Root cause Identified | Action Required to Improve System | Planned date and Authority Responsible for Taking Action | Action Taken date |
|---------|-----------------------------------|----------------------------------|-----------------------|-----------------------------------|----------------------------------------------------------|-------------------|
|         |                                   |                                  |                       |                                   |                                                          |                   |
|         |                                   |                                  |                       |                                   |                                                          |                   |
|         |                                   |                                  |                       |                                   |                                                          |                   |

The GRC will meet once a month to deliberate on the complaint(s); if any and will keep a record of the grievance. The record will include the contact details of the complainant, date the complaint was received and the nature of the complaint, agreement on corrective actions and the date it was enforced, and the final outcome.

If the project component will not involve compensation on entitlements, the current GRS will deal with project-specific environmental and social concerns/issues. PIU/PCU will ensure that the grievance redress mechanism maintains a transparent process that is gender and special needs-responsive, culturally-appropriate and easily accessible to all project affected people at no costs and without retribution. A grievance redress mechanism is depicted in **Figure 01**

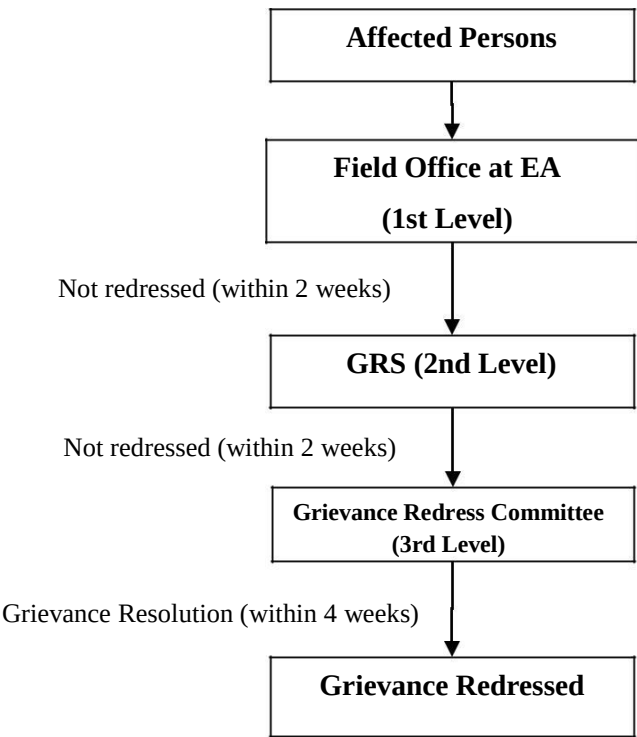


Figure 01: Flow chart showing Grievance Redress Mechanism



## Communication to complainant

At the time of acknowledgement, the complainant needs to be provided with the following information:

- Grievance tracking number to facilitate monitoring and reminders by the plaintiff.
- Expected time of redress (Prescribed maximum time limit for completion of redress is 30 days).
- If not addressed within expected time, what actions can be taken by the complainant? The complainant can track his or her complaint in the website of the project if it is submitted online. If otherwise like any complaint is submitted through a prescribed form of Complaint/ Grievance Submission Form in offline or postal in that case s/he will be given a Tracking number for that particular complaint. By that track number s/he will have access to know the status of complaint through visiting the Project website at the GRM section.
- If the grievance is not redressed within the expected time, the complainant should be provided with the following information from the Focal Point:
  - a. Information on reasons for delay
  - b. Updated expected time of redress
  - c. If not addressed within expected time, actions can be taken by the complainant. Again at the time of final redress, the complainant will be provided with the following information from the Grievance Redress Focal Point:
    - a. Action taken for redress
    - b. If not satisfied with the redress action, avenues for pursuing the matter further

## Analysis and Prevention

A certain number of grievance complaints will be analyzed, why they are receiving particular types of grievances more frequently than others. Such grievance prone areas need to be identified and analyzed for bringing about necessary changes proactively. A Review Meeting will be held quarterly gathering certain number of complaints with a view to reevaluate the given decision. Member/s of the GRC can make sudden visit with randomly selected cases for on the spot checking and evaluating the resolved or redressed issues or any case that the complainant has dissatisfaction.

Furthermore, this project is also covered by the World Bank Grievance Redress Services as this project is financed by World Bank. Therefore communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance mechanisms or the WB's Grievance Redress Services (GRS). For information on how to submit complaints to the World Bank's corporate Grievance Redress Services (GRS) please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-services>. For information on how to submit complaints to the World Bank inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org)

Finally, Grievance Redress Mechanisms (GRMs) are organizational systems. National government or Non-Governmental agencies develop this mechanism with adequate resources to receive and address concerns about the impact of their policies, programs and operations on external stakeholders. GRMs act as recourse for situations in which, despite proactive stakeholder engagement, some stakeholders have a concern about a project or program's potential impacts on them. GRMs are intended to complement, not replace, formal legal channels for managing grievances. These mechanisms are not intended to replace the judiciary or other forms of legal recourse. This GRC also be recognized that not all complaints can be handled through a GRM. For instance, grievances that allege corruption, and/or major and systematic violations of rights are normally referred to administrative or judicial bodies for formal investigation, rather than to GRM for collaborative problem solving.

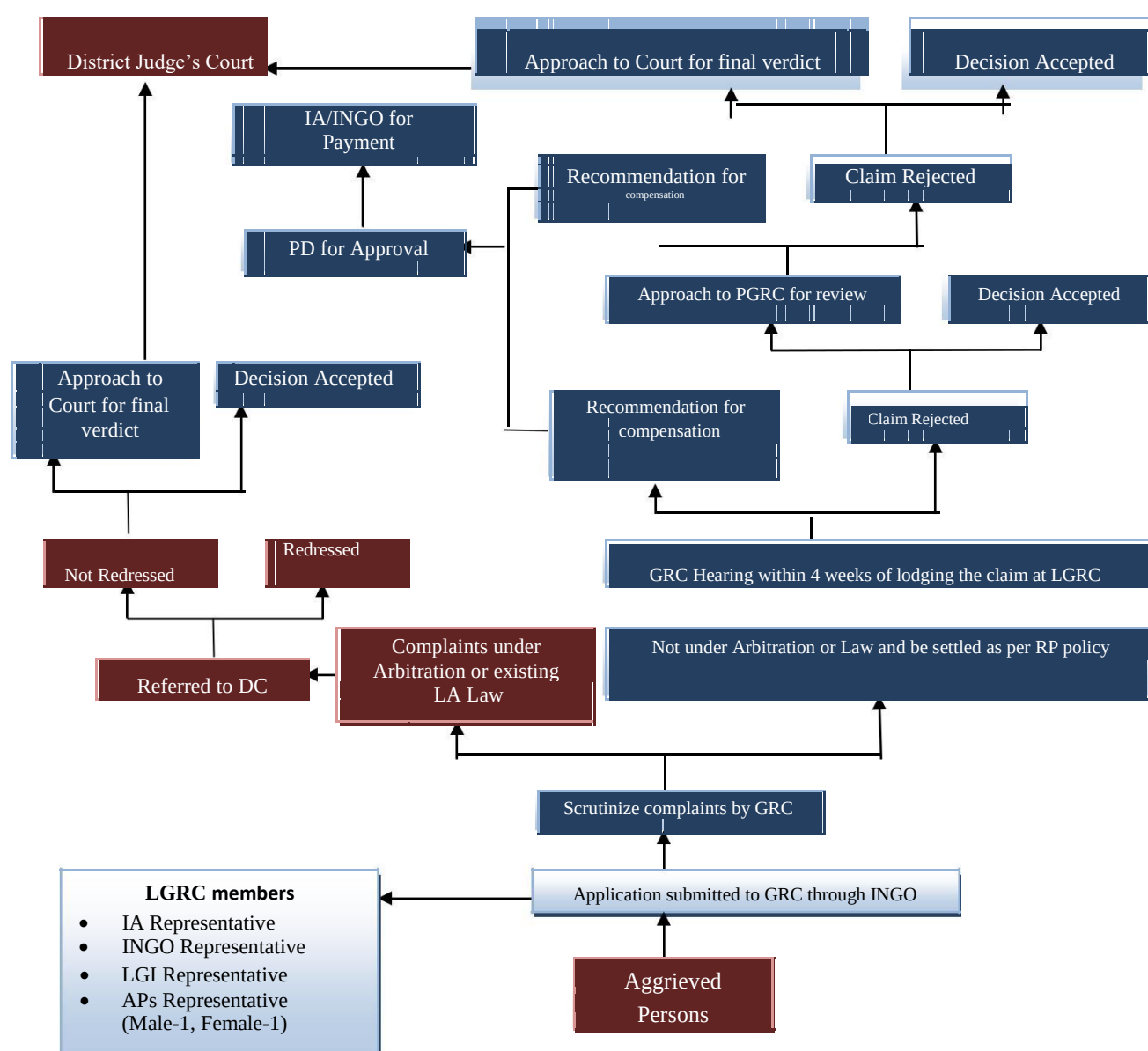
## GRM Documentation and Monitoring

To ensure impartiality and transparency, hearings on complaints at the GRC level will remain open to the public. The GRC will record the details of the complaints and their resolution in a register, including intake details, resolution process, and the closing procedures. PCU consultant will maintain the following three GRM Books:

**Opening Book:** (1) Case no., (2) Date and channel of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

**Resolution Book:** (1) Serial no., (2) Case no., (3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

**Closing Book:** (1) Serial no. (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.



### Figure 02: A Grievance Redress Flowchart

For convenient of the stakeholder's available contact and options for communication and access to GRM are given below:

1. **Land Phone:** +02-58153785
2. **Website:** [www.bwdb.gov.bd](http://www.bwdb.gov.bd)
3. **Email:** [pd.bwdb.shews@gmail.com](mailto:pd.bwdb.shews@gmail.com)
4. **PIU Address:** Firoz Tower, 2nd Floor, 152/3B, Panthapath, Dhaka -1215