



# Funafuti Water and Sanitation Project (FWSP)

ADB



**GRIEVANCE REDRESS MECHANISM (GRM)**

## Grievance Redress Mechanism:

- To provide affected people with avenues for making feedback/complaints;
- To resolve any disputes or conflicts that may arise during the implementation of the FWSP;
- Allows members of the Public to submit feedback and complaints regarding the way the project activities are being conducted and how it affects them;

## Method of contacting the project :

- Focal Point of Contact: Feagaiga Penivao
  - **Mobile:** 688 7118871
  - **Email:** [penivaofeagaiga@gmail.com](mailto:penivaofeagaiga@gmail.com), [fwsptu8@gmail.com](mailto:fwsptu8@gmail.com)
  - **Website:** [pwd.gov.tv](http://pwd.gov.tv)
  - **Social Media:** Funafuti Water Supply and Sanitation, Feagaiga Penivao (FaceBook)
  - **Dropbox/ Letter:** <PWD office >
  - **In-person:** FWSP Office, PWD Campus, Funafuti. Tuvalu

## Grievance Redress Mechanism Steps:

1. Acknowledgment of receipt of feedback/complaint and opening of the case within 2 working days.
2. Level 1 : the PMU promptly and thoroughly investigate the case. Feedback can be expected within 10 working days (2 weeks). If not resolved, the case is escalated to Level 2.
3. Level 2 : meetings will be scheduled with the PMU, PWD, MPWIDW, relevant ministries (e.g., DoE), ADB, and the Office of the Attorney General if necessary. Further efforts will be undertaken to resolve the case promptly within 10 working days (2 weeks).
4. If still unresolved, the complainant may opt to pursue national legal proceedings, thus leaving the Project GRM.

# Grievance Redress Mechanism



## Grievance Redress Mechanism Levels:

Stage	Action		Responsibility	Time Frame
Receive and Register	Review and Acknowledge	If relevant go to L1 Close if not project related	ESSS (Environmental/Social Safeguard Specialist)	2 working days
LEVEL 1	Investigate and Attend	Close if resolved Go to L2 if unresolved	ESSS, PM, PWD	10 working days
LEVEL 2	Activate Meeting(s)	Close if resolved Go to Other if unresolved	ESSS, PM, PWD, MPWIDW (& relevant ministries), ADB, OAG	10 working days
OTHER	Direct complaint to national legal proceedings	CLOSED		



*Wednesday, 27 September 2023*



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*Thank you*