

Activity	Timing/Detail	Responsibility
Grievance logging and reporting	Grievance reporting to BMLWE every six months	CLO
Updating SEP	Annually	CLO
Quarterly Reporting	Quarterly grievance monitoring report to BMLWE	CLO
Annual Reporting	Analysis of grievance monitoring will be integrated into the project’s annual reporting to MOEW and EBRD	BMLWE

5. GRIEVANCES AND REPORTING

5.1. Grievance Mechanism

The purpose of a grievance mechanism is to ensure that all feedback and complaints received from affected stakeholders, employees, contractor staff and the public in general are documented, considered and addressed in an acceptable and timely manner. It is important to note that there are two mechanisms for filing a grievance, one for the surrounding communities (affected people and other relevant stakeholders) and one for the workers either during construction or operation of the project. Moreover, GRM will be made available in affected municipalities, schools, community centers and other public places that are easily accessible for all relevant stakeholders, alongside a description of the grievance mechanism prior to commencement of construction works.

Any comments or concerns can be brought to the attention verbally or in writing by using the form in Annex 2, by contacting the Safeguard Officer (SOC during construction and SOO during operation), or by reporting directly to the municipality. Grievances may also be raised by the main contractor or subcontractors during the construction phase. In this case, the contractors must forward grievances to the SOC for management. Receipt of a grievance will be acknowledged within five working days and responded to no later than within 30 working days. The following figure presents a detailed flowchart describing the process of grievance starting from the reception of grievance to implementation of corrective measures while Annex 1 presents the Grievance Registration Form.

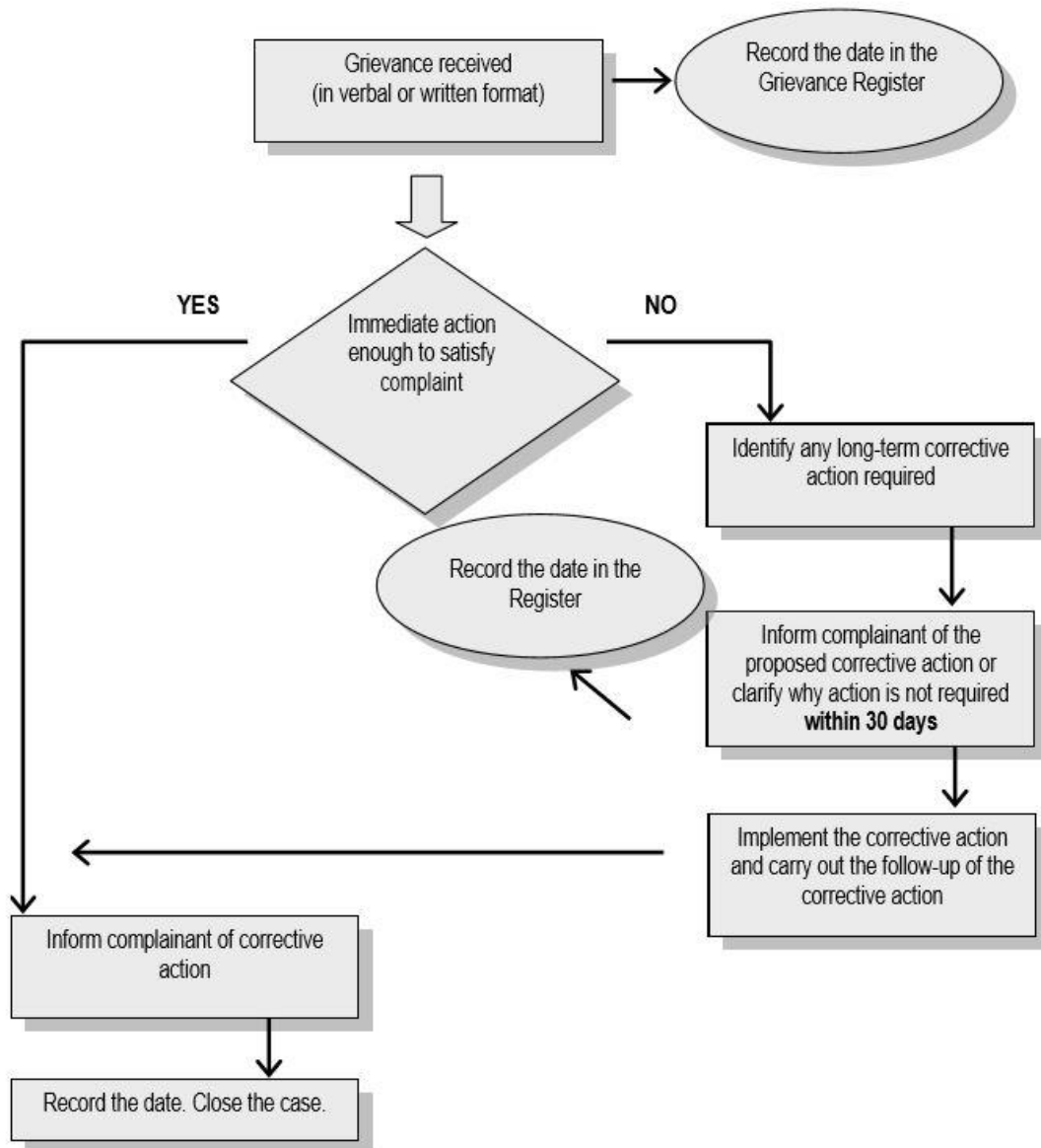


Figure 4: Grievance Process

Grievance information will be recorded in a grievance log by the relevant Safeguard Officer on a monthly basis during construction and bi-annually during operation. This will include

- Details and nature of the complaint;
- The complainant name and their contact details (Individuals can request the right to have their name kept confidential);
- Date;
- Length of time needed to close the complaint case;
- Corrective actions taken in response to the complaint.

5.2. Monitoring and Reporting

During the operation and construction phases, several activities will require monitoring and reporting. These activities include:

- Project information disclosure activities
- Stakeholder consultations
- SEP updates
- Grievance logging, follow-up and closing out
- Annual reporting: project specific annual report summarising project performance and SOC activities (during construction phase) and project information during its operational phase in the project's annual reporting.

During construction, monthly monitoring of grievances and community consultations will be reported. The SOC is responsible to provide weekly summaries of community grievances and community meetings or consultations to the Main Contractor PM who will integrate these into the monthly and quarterly construction reports to CDR and annual construction reports to CDR and EBRD. As for the operation phase, the SOO will report on a quarterly basis on grievance monitoring and community liaison to BMLWE. Analysis of grievance monitoring will be integrated into the project's annual reporting to MOEW and EBRD.