**Approved**

By N.S. Dzhusupbekova

Deputy Minister of the MES KR /

National Coordinator

of the Learning for the Future and

the Enhancing the Foundations of Learning Projects

/signed/

/seal affixed/

**The Ministry of Education and Science**

**of the Kyrgyz Republic**

**Learning for the Future Project**

**Enhancing the Foundation of Learning Project**

**Grievance Redress Mechanism**

**1. Introduction**

Pursuant to the Kyrgyz Republic Law “On Public Appeal Procedure”, as well as in accordance with the Environmental and Social Standard 10 (the ESS10) of the Environmental and Social Framework (the ESF) of the World Bank (the WB), a Grievance Redress Mechanism (the GRM) has been developed for staff of the Learning for the Future and Enhancing the Foundation of Learning Projects (the Project) financed by the World Bank.

The purpose of the GRM is to register and address any grievance that may arise during the implementation phase of the Project, and/or any future operational problems that could potentially be solved during the implementation phase. The GRM is designed to quickly and transparently resolve concerns and grievances without any consequences (in terms of costs, discrimination) based on any communications made by those affected by the Project. The GRM works within the existing legal and cultural framework, providing an additional avenue for resolving grievances at the local - Project level.

**2. Basic provisions of the Grievance Redress Mechanism**

The GRM within the Project will operate at two levels to receive, evaluate and ensure the resolution of concerns, claims and grievances:

I. At the first level, citizens can address appeals/grievances directly to aiyl okmotu (AO).

II. At the second level, citizen can submit appeals/grievances directly to the Project Implementation and

Coordination Unit (the PIU/PCU).

**Table 1. Grievance Management Matrix**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GRM level** | **Responsible persons** | **Form of appeal** | **Grievance handling procedure** | **Handling period, days** |
| 1st level – local | Head of Aiyl Okmotu | Orally or by phone/written  | AO registers, ensures handling of the grievance, informs the PIU/PCU and the applicant on the decision made. | 14 days |
| 2nd level - central | PIU/PCU director  | Orally or by phone/Written. | PIU/PCU office manager registers an appeal/grievance and a response to the applicant;The Citizen Engagement and Public Relations Specialist will organize the handling of the grievance,oversees the review process,maintains direct contact with the applicant and, if necessary, holds meetings with the applicant. | 14 days |

The GRM is available to all Project stakeholders to submit requests, comments, suggestions and complaints or provide any form of feedback on all Project activities. The GRM is available to all, including ethnic, religious, gender, and other special groups.

Project beneficiaries impacted by the project (directly or indirectly, positively or negatively) and other citizens may use the GRM to file grievances and appeals.

The GRM for the Project is managed by the PIU/PCU.

Grievances and appeals can be expressed at any time during the entire period of the Project implementation.

**3. Boards of Complaints**

Board of complaints are established at the local and central levels to deal with complaints.

**The Boards at the local level consists of the following persons:**

1. Deputy Akim for Social Affairs, Chairman of the Board;
2. Head of Rayon Education Department (RED);
3. Head of AO;
4. Local non-governmental organizations; Representatives of local communities (Courts of Aksakals, local youth, local residents).

**The Board at the central level consists of the following persons:**

1. Head of the Early Childhood and Preschool Education Department of the Ministry of Education and Science of the Kyrgyz Republic, Chairman of the Board;
2. Leading Specialist of the Early Childhood and Preschool Education Department of the Ministry of Education and Science of the Kyrgyz Republic;
3. Specialist of the Public Procurement and Infrastructure Department of the Ministry of Education and Science of the Kyrgyz Republic;
4. Subcomponent 1.1 Coordinator of the World Bank Project Implementation and Coordination Unit;
5. Sub-component 1.1 Engineer of the Project Implementation and Coordination Unit of the World Bank;
6. Citizen Engagement and Public Relations Specialist, Project Implementation and Coordination Unit, World Bank;
7. Social Specialist, Project Implementation and Coordination Unit, World Bank.

**5. Channels of appeal**

Grievances and appeals can be sent through the following channels:

Within the AO, citizens/beneficiaries can file grievances and appeals through the following channels:

Head of АО \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Within the Project, citizens/beneficiaries can file grievances and appeals through the following channels:

1. Email address: officeorp@gmail.com

2) Phone +996 312 31 70 16

3) Fax +996 312 31 70 16

4) Sub-website of the project: <https://edu.gov.kg/organizations/43/posts/>

5) Mailboxes located at the entrance to the address: Bishkek, Manas Ave., 22 A.

6) Send letters to the address: Bishkek, Manas Ave., 22 A, WB PIU/PCU

Citizens have the right to apply in the state or official language of the Kyrgyz Republic. Answers to written appeals are given in the language of the appeal. If it is impossible to give an answer in the language of the appeal, the state (Kyrgyz) or official (Russian) languages of the Kyrgyz Republic are used. An application form is given in **Appendix A.**

**6. Grievance registration and redress procedure**

The PIU/PCU is responsible for the establishment and operation of the GRM during project implementation and acts as the secretary of the GRM to ensure that the GRM operates to effectively manage the environmental and social issues of project affected parties. The PIU/PCU ensures timely and satisfactory handling of appeals and grievances of PAPs and all possible ways of resolving their grievances at the project level are available.

All grievances received will be registered in a logbook, which should be available at levels 1 and 2 in each rural and urban municipality of the project area regions and in the PIU/PCU office.

There is no fee for filing a complaint, appeal, comment or suggestion.

AO registers the grievance in the grievance logbook and assigns it a serial number, handles the grievance and within 14 days informs the PIU/PCU and the applicant about the decision on the results of the grievance. If the applicant does not agree with the decision, the head of the AO sends the complaint to the central level for consideration.

Each grievance is tracked and evaluated for progress in resolution. The project's M&E information system also includes indicators to measure grievance monitoring and resolution.

There is no fee for filing a grievance, appeal, comment or suggestion.

Appeals/grievances are registered by the PIU/PCU office manager in the electronic GRM logbook. The application shall contain the following information:

* surname, name, patronymic (optional);
* address of registration and residence, or telephone number (optional);
* the content of the appeal;
* other reference information.

If necessary, they are accompanied by documents confirming the arguments of the complainant.

In cases of applying in electronic form, citizens in their appeal must at all times indicate the PIU/PCU name, surname, name, patronymic, contact phone number (home, mobile or business), address of residence, and state the essence of the appeal.

If appeals/grievances have been received in the absence of any of the above data, nevertheless, appeals/grievances are also registered in a GRM logbook and measures are taken to eliminate appeals/grievances if they are related to the Project.

If the complainant is known, the PIU/PCU Citizen Engagement and Public Relations Specialist provides him/her with responses within 14 working days on the measures taken to resolve the complaint through the channel through which the complaint was submitted.

In cases where it is necessary to investigate, verify, request additional materials, or take other measures to resolve a complaint of a citizen, the deadlines for resolving complaints as an exception may be extended, but not more than 30 calendar days. The decision on this is made by the PIU/PCU director and is communicated to the applicant in written (electronic) form.

The grievance is considered resolved if it is handled on the issues raised in it, the necessary measures are taken and answers are given to the complainant through the channel through which the grievance was submitted and within the time limits specified in this Provision.

A response to a collective appeal is sent to the address of the citizen indicated first in the appeal, unless otherwise specified in the text.

Based on the results of handling of the appeal, the PIU/PCU makes a decision to take measures to resolve the issues raised and eliminate the identified violations.

The person responsible for handling the grievance will assist the applicant at all stages of handling his grievance and ensure that the grievance is handled properly.

If a grievance is received orally during the meeting, the PIU/PCU will respond orally if possible to resolve the grievance immediately. In case of impossibility of immediate resolution, the PIU/PCU informs about the deadlines for the elimination of grievances in accordance with the legislation of the Kyrgyz Republic. Oral complaints are also registered in the GRM logbook.

If the beneficiary has any objections to the decision, the case may be taken to court.

Grievances and appeals may be filed anonymously and confidentiality will be maintained in all cases, including when the person making the complaint is known. Anonymous and confidential applications are also subject to consideration. For this reason, several of the above channels have been established for filing a grievance and for resolving stakeholder conflicts.

Any natural and legal person, any party filing an appeal may bring a complaint about his concern to the court at any stage of the complaint. The GRM will not restrict the rights or influence individuals who apply to the courts for remedies. If the complaint is declared invalid, the GRM will formulate a response and send a written message to the applicant explaining the reasons for the rejection.

Communities and individuals that feel they are adversely affected by a WB supported project may file grievances through the existing grievance redress mechanisms at the Project level or to the WB Grievance Redress Service (GRS). The GRS ensures that grievances received are dealt with in a timely manner in order to address concerns related to the project. Communities and individuals affected by the project may file a grievance with the WB's independent review panel, which determines whether harm has occurred or is likely to occur as a result of the WB's failure to comply with its policies and procedures. Grievances may be filed at any time after the concern has been brought to the attention of the WB directly and the Bank's management has been given the opportunity to respond.

For information on how to file grievances with the World Bank's Corporate Grievance Service, see <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to file grievances with the World Bank Inspection Panel, see [www.inspectionpanel.org](http://www.inspectionpanel.org).

**6. Classification of grievances/appeals**

Registration/record of grievances/appeals is carried out according to the following classification. The following are examples of categories that can be used to sort grievances/appeals:

|  |  |
| --- | --- |
| **Category no.** | **Category name** |
|  Category 1 | General inquiries/appeals regarding the ESS 5 “Land alienation, restriction of land use, and involuntary resettlement" if any |
| Category 2 | Environmental impacts (pollution of water, air, soil, etc.) of the Project |
| Category 3 | Issues within the Project, including equality between men and women, gender-based violence, sexual harassment and etc. |
| Category 4 | Issues of socially vulnerable people regarding Project activities |
| Category 5 | Labor relations issues, including child labor  |
| Category 6 | Engaging stakeholders, public awareness-raising, and disclosing information about the Project activities |
| Category 7 | Complaints about the work of PCU specialists  |
| Category 8  | Any other complaints, claims related to the implementation of the Project |
| Category 9  | Other appeals, including suggestions, recommendations, commendations, etc. |

**7. Public awareness**

During the initial phase of the Project, special informational materials (brochures about GRM, posters) will be produced to help local residents become familiar with the channels and procedures for handling grievances.

Internal training on GRM will also be delivered both for the PIU/PCU and for contractors' personnel. The Project sub-website on the EA website contains clear information on how any stakeholders can submit feedback, questions, comments, concerns and grievances, and will include the ability to submit grievances electronically <https://edu.gov.kg/organizations/43/> <https://edu.gov.kg/legislations/?kind=3&direction=&organization=43&number=&title=&content=>

Information about the GRM will be disseminated to all beneficiaries and project-affected parties through regular information channels used by the project, such as through public consultations held by the project, open meetings during project implementation, brochures in Kyrgyz and Russian, posting on information boards in aiyl okmotu, on the Project sub-website ([www.edu.gov.kg](http://www.edu.gov.kg)) and in social messengers.

Information on the grievance redress system will include the channels for filing a grievance, the procedure for filing a grievance, the investigation process, time limits for responding to the applicant, as well as the principle of confidentiality and the right to anonymous grievances.

A summary report, considering the type of grievances and actions taken, and feedback will be posted on the project website and in local newspapers. The project also informs GRM users about their rights to appeal if they are not satisfied with the decision, indicating both internal and external options for handling.

Responsibility of PIU/PCU specialists

PIU/PCU Director:

- allocation of responsibilities to project personnel;

- decision-making , control and coordination of GRM activities within the scope of his/her powers.

Citizen Engagement and Public Relations Specialist:

- general management of the GRM system;

- familiarization and sorting/categorization of grievances, appeals;

- organization of handling grievances/appeals and decision-making on them;

- developing and supporting capacity building;

- publication of responses to grievances, appeals;

- reporting and feedback on the results of the GRM.

PIU/PCU Office Manager:

- collection of grievances;

- recording/registration of grievances, appeals and responses to them;

When resolving grievances/appeals that require collegial deal, the PIU/PCU will involve relevant specialists: PIU/PCU coordinators, chief engineer, social specialist, etc.

**Main contact person**

|  |  |
| --- | --- |
| **Full name** | Orozmatov A.A. |
| **Position** | Citizen Engagement and Public Relations Specialist |
| **Mailing address** | Bishkek, Manas Ave., 22 A, PCU/WB |
| **Phone** | + 996 312 31 70 16 |
| **Sub-website of the Project** | <https://edu.gov.kg/organizations/43/posts/> |
| **Email address** | officeorp@gmail.com |

**9. Sensitive grievances**

Given the standards for the prevention of sexual exploitation and violence / sexual harassment (SEV/SH), which in accordance with the requirements of the World Bank, at all stages of the Project implementation, all project staff will be informed about the understanding of the principles for controlling and preventing the risks of sexual exploitation and violence/sexual harassment (SEV/SH). The GRM will ensure the access and confidentiality of the grievance redress mechanism and will also allow the complainant not to fear retribution. SEV/SH issues require some additional measures:

A grievance redress mechanism will be available and will ensure the confidentiality of personal information.

Outreach activities will be held to inform about the grievance redress mechanism, including sensitive grievances.

The principle of confidentiality of the grievance redress mechanism will be repeated in all information materials.

**Primary Contact for Sensitive Grievances**

|  |  |
| --- | --- |
| **Full name** | Zamirova Z. |
| **Position** | PIU/PCU Office Manager  |
| **Mailing address** | Bishkek, Manas Ave., 22 A, PCU/WB |
| **Phone** | + 996 312 31 70 16 |
| **Sub-site of the Project** | <https://edu.gov.kg/organizations/43/posts/> |
| **Email address** | officeorp@gmail.com |

**WB PIU/PCU Director Ainekenova A.R. /signed/**

**Early Childhood Development Coordinator Isaeva A.A. /signed/**

**Environmental Social Specialist Zhumaliev K. /signed/**

*Appendix A*

**Application Form**

To \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(head of agency)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Full name of the head)*

From \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(name of the applicant)*

Residing at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*(Applicant's address)*

STATEMENT

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Detailed information about yourself, place of residence, occupation )*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Purpose of the application\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Information about the existing problem and its causes indicating location)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ways to fix the problem \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(I hereby request ... ...,about this or that action / inaction, I complain ..., I suggest)*

Applicant's signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Name of the applicant)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *(Date)*

Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email (if available) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_