**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**

**for the Project staff**

**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 ESS 10) 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 objective of the GRM is to register and address any complaints from Project staff that may arise during the implementation phase of the Project and is designed to quickly and transparently resolve concerns and grievances from Project staff.

In accordance with ESS2 "Labor and Working Conditions" and the Human Resources Management Plan (the HRMP), there are the following Project employees:

- employees directly involved in the project, including employees of the Project Implementation and Coordination Unit (the PIU/PCU);

- employees working under contract hired for repair work under sub-component 1.1.

**2. Basic provisions of the GRM**

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

I. At the first level, the PIU/PCU staff can address appeals/grievances directly to the PIU/PCU.

II. At the second level, the PIU/PCU staff can submit appeals/grievances directly to the Ministry of

Education and Science of the Kyrgyz Republic.

**Table 1. Grievance Management Matrix**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GRM level** | **Responsible persons** | **Form of appeal** | **Grievance handling procedure** | **Handling period, days** |
| 1st level – PIU/PCU | PIU/PCU director | Orally or by phone/in writing | 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. | 7 days |
| 2nd level - MES KR | HR Coordinator of the Ministry of Education and Science of the Kyrgyz Republic | Orally or by phone/in writing. | The MES KR registers, ensures the handling of the grievance, informs the PIU/PCU and the applicant about the decision | 7 days |

The GRM is available to the Project staff to submit requests, comments, suggestions and grievances or provide any form of feedback on all Project activities.

The GRM for the Project staff is managed by the PIU/PCU under the coordination of the MES KR.

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

**3. GRM at the level of contractors.**

The first level is the Contractor. Contractors should develop their own GRM and handle grievance from employees working under contract. A contractor-appointed grievance redress coordinator (the GRC) will keep a record of grievances and appeals from employees working under contract and help expedite the grievance redress process. If the issue cannot be resolved at the contractor level within 7 business days, the issue will be escalated to the PIU/PCU level.

The second level is PIU/PCU. If the contractor does not respond to the grievance, or if the response received does not satisfy the applicant, then the person who filed the grievance and the specialist who provided the response have the right to contact the PUI/PCU Social Specialist directly. The handling period is 7 days. The issue is handled by a commission at the level of the PIU/PCU.

**4. Boards of Complaints**

Board of complaints are established at the first and second levels to deal with complaints.

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

1. Director of the Project Implementation and Coordination Unit of the World Bank, Chairman of the Board;
2. Coordinators of relevant components of the Project Implementation and Coordination Unit of the World Bank;
3. Social Specialist of the Project Implementation and Coordination Unit of the World Bank.

**The Board at the second level:**

1. Head of the Early Childhood and Preschool Education Department of the Ministry of Education and Science of the Kyrgyz Republic;
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 Project, PCU employees can file grievances and appeals through the following channels:

1. Email address[:](mailto::%20) office[orp@gmail.com](mailto: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 /](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

To the MES KR, employees of the PIU/PCU can file grievances and appeals through the following channels:

1) Email address: edu@mail.gov.kg

2) Phone +996 312 62 05 19

3) Fax +996 312 62 15 20

4) Website: https :// edu . gov . kg

5) Send letters to the address: Bishkek, Tynystanov Str., 257

Project staff 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.

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, in accordance with **Appendix** B. 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 applicant.

In cases of applying in electronic form, employees in their appeal must indicate 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 separate GRM logbook for employees and measures are taken to eliminate appeals/grievances if they are related to the Project.

The PIU/PCU director appoints a person responsible for the handling of the grievance and its satisfaction.

If the applicant is known, the PIU/PCU Citizen Engagement and Public Relations Specialist provides him/her with responses within 7 working days on the measures taken to resolve the grievance through the channel through which the grievance was submitted.

In cases where it is necessary to investigate, verify, request additional materials, or take other measures to resolve a grievance of an PIU/PCU employee, the deadlines for resolving grievances 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 applicant 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 employee indicated first in the appeal, unless otherwise specified in the text.

Based on the results of handling 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 grievances are also registered in the GRM logbook.

In the event that the Project staff member is not satisfied with the response, the grievance should be forwarded by the PIU/PCU Office Manager to resolve the issue with the MES KR. The grievance is registered in the MES KR and within 7 working days he/she is provided with answers on the measures taken to resolve the grievance through the channel through which the grievance was submitted.

If the Project employee 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 grievance about his concern to the court at any stage of the grievance. The GRM will not restrict the rights or influence individuals who apply to the courts for remedies. If the grievance is declared invalid, the GRM will formulate a response and send a written message to the applicant explaining the reasons for the rejection.

PIU staff members who 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).

**7. 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 Project, including tender issues |
| Category 2 | Corruption in the implementation of the Project |
| Category 3 | Gender issues within the Project, including equality between men and women, gender-based violence, etc. |
| Category 4 | Sexual harassment and sexual assault |
| Category 5 | Staff, working conditions and wages |
| Category 6 | Complaints about the work of specialists of the PIU/PCU |
| Category 7 | Any other complaints, claims or recommendations related to the implementation of the Project |

**8. Public awareness**

Internal training on GRM will be delivered both for the PIU/PCU staff under the MES KR (the EA - Executing Agency), for the MES KR staff 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 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.

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 are 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 applicant 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.

The Contractor will be responsible for developing personnel management procedures, health and safety plans, and SEV/SH protocols to be applied to its own employees and employees of subcontractors who work in the Project. These procedures and plans will be submitted to the PCU for review and approval before contractors are allowed to enter the construction site. All grievances, including personal data received from the GRM, will be treated confidentially unless the applicant consents to the disclosure of their personal information. In particular, sensitive issues and grievances related to SEV/SH from employees will be kept confidential.

**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 institution)*

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

*(Full name of the head)*

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

*(name of the applicant)*

Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*\_(name of department)\_*

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

*(Applicant's address)*

STATEMENT

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

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

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

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*(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) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_