



Regional Off-Grid Electricity Access Project

(ROGEAP) – P160708)

(IDA-D784, IDA- 6397, IDA-D451)

Grievance Redress Mechanism (GRM) - Monitoring and Evaluation Checklist

The appropriate level of complexity of a project’s Grievance Redress Mechanism (GRM) depends on the risks and impacts of the project and the project context. The following checklist describes ROGEAP complex GRM that adheres to good international practice.

A. System issues
1. Does the project invite feedback/grievances? Yes___ No___
2. Does the organization have a policy on grievance redress? Yes___ No___
a. Is the policy available to all staff, beneficiaries, and potential users? Yes___ No___
b. Is the policy written in the local language(s)? Yes___ No___
3. Does the grievance mechanism have the following features?
a. A clearly understood procedure for people to provide feedback and/or submit grievances. Yes___ No___
b. A statement of who is responsible for dealing with feedback/grievances. Yes___ No___
c. Procedures for resolving or mediating and investigating grievances depending on their seriousness and complexity. Yes___ No___
d. A system for keeping complainants informed of status updates. Yes___ No___
e. A system for recording feedback/grievances and outcomes. Yes___ No___
f. Procedures for protecting confidentiality of complainants Yes___ No___
B. Staff management
1. Is there a grievance manual for staff?
2. Do the grievance policy and/or procedures provide guidance on:



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a.	What is a grievance/feedback?	Yes___ No___
b.	What information to collect from complainants?	Yes___ No___
c.	What remedies can or should be used to resolve grievances?	Yes___ No___

3.	Are the grievance policy and procedures communicated to all staff?	Yes___ No___
4.	Are adequate resources allocated for the grievance mechanism to function effectively?	Yes___ No___
5.	Does the organization provide training on grievance management to staff?	Yes___ No___

C. Communication to grievance mechanism users

1.	Are users told how to submit grievances/feedback?	Yes___ No___
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a.	Is an information brochure on the grievance mechanism available to users?	Yes___ No___
b.	Are feedback/grievance forms available to users?	Yes___ No___
c.	Are grievance forms or signs displayed prominently and readily accessible?	Yes___ No___
d.	Are contact details of staff receiving feedback/grievance published and displayed in public areas?	Yes___ No___
e.	Is information on grievance management available in local languages?	Yes___ No___

2.	Are users able to submit grievances/feedback:
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a.	In writing	Yes___ No___
b.	By email	Yes___ No___
c.	By fax	Yes___ No___
d.	By telephone	Yes___ No___
e.	In person	Yes___ No___

3.	Are users provided with assistance to submit feedback/grievances where needed?	Yes___ No___
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4. Can the grievance mechanism be accessed free of charge? Yes___ No___

5. Are users promised confidentiality? Yes___ No___

6. Are users informed about the appeals process? Yes___ No___

D. Feedback/grievance recording

1. Are all feedback/grievances recorded? Yes___ No___

a. Are grievances/feedback logged and documented? Yes___ No___

b. Are inquiries/suggestions and recommendations recorded? Yes___ No___

c. Are the outcomes and responses to all grievances/feedback recorded? Yes___ No___

E. Business standards

1. Are there business standards in place for the process and timing with which grievances/feedback are dealt with? Yes___ No___

a. Is receipt acknowledged within a stipulated time frame? Yes___ No___

b. Are the grievances supposed to be resolved within a stipulated time frame? Yes___ No___

2. Is there a quality control system in place to:

a. Check if all grievances have been dealt with or acted upon. Yes___ No___

b. Check if all aspects of a grievance have been addressed. Yes___ No___

c. Check if all necessary follow-up action has been taken. Yes___ No___

F. Analysis and feedback

1. Are regular internal reports on grievances/feedback produced for senior management? Yes___ No___



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2. Grievances/feedback reports include data on:

Numbers of grievances/feedback received.	Yes___ No___
Compliance with business standards.	Yes___ No___
Issues raised in grievances/feedback.	Yes___ No___
Trends in grievances/feedback over time.	Yes___ No___
The causes of grievances/feedback.	Yes___ No___
Whether remedial action was warranted.	Yes___ No___
What redress was actually provided?	Yes___ No___
Recommendations/strategies to prevent or limit future recurrences.	Yes___ No___
Are reports about grievances/feedback made public, periodically?	