

How does the Grievance Mechanism Work?

Stage 1 **Grievance Collection**

- Grievance is received and logged
- Grievance passed onto the Project team
- Acknowledgment sent to the complainant (the person lodging the grievance)

Stage 2 **Screen and Assess**

- Identification of the grievance type
- Categorisation of the grievance (this may include consultation with the complainant regarding the grievance and potential resolutions)

Stage 3 **Analysis and Investigation**

- Analysis of the grievance with relevant teams of the Project
- Investigate evidence of the grievance

Stage 4 **Resolution and Closure**

- Actions identified to resolve the grievance
- Resolution discussed with the complainant
- If resolution accepted, grievance closed.
- If resolution rejected, re-evaluated, and revised resolution discussed with complainant
- Communication of summary report of the grievance to the complainant and signing of the grievance close out form

How can you contact us?

Below are the ways that you can contact the Project to provide feedback or lodge a grievance. Your grievance will be kept confidential and you can file a grievance anonymously, if you wish to do so.

Phone Please call our Community Liaison Officer on +960 732 5376

Viber / WhatsApp / Telegram

Send a message to the Project at +960 732 5376

Email Contact us through clo@infrastructure.gov.mv

Website Fill in the feedback and grievance form on the website at www.gulhifalhu.mv/feedback/

Feedback Process and Grievance Procedure

STAGE 2 OF GULHIFALHU DREDGING, RECLAMATION AND REVETMENT WORKS

PROPONENT



Ministry of Construction and Infrastructure



About the Project

The Government of Maldives (GoM) has proposed the development of a port in Gulhifalhu Lagoon to alleviate the traffic load and congestion at the existing Malé Commercial Harbour (MCH). Phase 1 of the port development includes dredging, land reclamation and revetment works. Phase I consists of two stages, of which the first stage has been completed in March 2021. The second stage (this Project) includes dredging of 18M m³ of sand and completion of reclamation activities will last for about 1.5 years.

The Ministry Construction and Infrastructure (MoCI) is the Proponent of this Project.

More information about the Project and related environmental and social assessments and management plans can be found at www.gulhifalhu.mv

Feedback Process

The Project welcomes feedback on the Project from stakeholders. Feedback includes questions, suggestions, comments and grievances. Feedback may be lodged using any of the Project contact points listed below. Specifically in relation to grievances, a Project Grievance Redressal Mechanism has been set up.

Grievance Redressal Mechanism

A grievance is a complaint related to the Project activities. It might be related to an incident, potential harm to the environment, the behaviour of people working on the Project. The Project Grievance Redressal Mechanism ensures grievances are received and addressed through a transparent and impartial process. Using the Grievance Redressal Procedure does not prevent anyone from seeking external remedies voluntarily at any time.

Who can report a grievance?

Anyone can submit a concern or grievance (as well as questions and other comments) to us at any time.



What are the Grievance Redressal Mechanism Principles?

- Any person or organisation can express concerns, complaints and grievances at any time.
- Grievances may be submitted in relation to construction, operation and other activities associated with the Project.
- All grievances will be taken seriously and will be treated in a fair and respectful manner.
- When a grievance is received, we will respond to the complainant to confirm receipt within three (3) business days.
- The process by which grievances will be received, investigated and resolved will be consistent and transparent and information relating to a grievance (and related investigations and decisions) will be documented.
- Personal information about complainants and other affected parties will be treated as confidential. We will also respect other confidentiality requests as needed.
- Affected stakeholders may choose to pursue external remedies.

