

**Government of the People's Republic of Bangladesh**  
**Livestock and Dairy Development Project**  
**Department of Livestock Services**  
**Krishi Khamar Sarak, Farmgate, Dhaka-1215**

**Grievance Redress Mechanism (GRM) for LDDP**

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## 1.0 Background of the Project

### 1.1 Introduction

Given increasing population pressure on land, the Government of Bangladesh (GOB) has recognized that the expansion of dairy and meat production, processing, value addition, marketing and consumption can offer an important pathway to sustainable economic development and future poverty reduction opportunities for Bangladesh. The livestock and poultry (dairy and meat) sector is taking an increasingly major role in this performance, accounting for approximately 16% the agricultural GDP and emerging as a major growth driver in the last two decades showing an incremental GDP growth rate as compared to the fisheries or crops sectors. The livestock and poultry sector also play an important role in the food supply, food security, and livelihood security of the country's millions of smallholder livestock farmers and other stakeholders. Milk, meat and egg provide 50% of all animal protein consumed in Bangladesh. Livestock and poultry also play a major role in employment: about 50% indirectly and 20% directly (of the total population) is associated with the livestock sector. Bangladesh is being popular for milk, meat and egg-based solutions to address malnutrition and hidden hunger, particularly among poor women and children in rural areas.

The GOB recognizes the potential for the country to increase the value of its dairy and meat productions and processing through more sustainable management and in doing so, improve the lives of poor, subsistence farmers. Several key sector-wide challenges necessitate government intervention and investments to enable responsible private-sector-driven growth. These include (i) the absence of an effective regulatory framework for managing post-harvest dairy and meat sector; (ii) limitations in the basic public infrastructure necessary to enable private sector investment; and (iii) limitations in both public and private sector capacity for improved livestock management and optimal productivity.

To overcome these challenges and enable private sector investment, Bangladesh can learn from both regional and global experience and good practices for investing in post-harvest dairy and meat governance reforms. Global experience highlights the need to first establish a core public sector governance framework, including an agreed sector vision, coherent policy, and enabling legal framework, to enable the design, piloting, and implementation of post-harvest dairy and meat activities supported by adequate institutional capacity building. The latter entails first and foremost building the DLS capacity to implement an effective management system to address the *de facto* uncontrolled, open access system for private entrepreneurs.

### 1.2 Rationale of the Project

The LDDP project seeks to promote climate resilient productivity growth, enhance market access, and improve risk management among smallholder farmers and Agro-entrepreneurs, by providing support for climate smart production systems, farmer empowerment and commercialization.

The project will foster a market-led transformation of livestock production, while ensuring that the supply response to growing demand is sustainable, inclusive, safe, and environmentally conscious. To this end, the project will improve the ecosystem for value chain development by financing key infrastructures including markets, and access to market, insurance and financial products and services, capacity building and knowledge.

Climate resilient livestock production systems will be developed through the promotion of appropriate climate smart agriculture (CSA) practices addressing feeding strategies, animal health and welfare, animal husbandry and breeding, as well as manure and waste management (including production of energy), improved storage and processing. The project will build on existing experience to foster the generation of renewable energy from solar and livestock manure sources.

The project is designed and will be implemented taking into consideration the different gender roles. The project will actively pursue the participation of women across all project components.

### 1.3 Project Components

- Productivity Improvement
- Market Linkages and Value Chain Development
- Improving Risk Management and Resilience of Livestock Production Systems
- Project Management

### 2.0 Project Objectives

The project development objective (PDO) is to improve productivity, market access, and resilience of smallholder farmers and agro-entrepreneurs operating in selected livestock value chains in target areas.

### 3.0 Scope of GRM

The grievance redress committee shall address the grievances/complaints on the development work under the project, environmental, social, health and safety issues, and gender-based violence issues (in case of labor force etc.) during implementation of project activities.

The nature of Grievances/Complaints which may be envisaged to be received by the Grievance Redress Officers at different levels of project implementation can be enlisted but not limited to as follows:

- i) Complaints related to organizing/ prioritizing /mobilizing of farmers and formation of groups;
- ii) Complaints related to the modality, nature and value of matching grant;
- iii) Complaints related to selection of POs/Farmers for demonstrations/ training;
- iv) Complaints related to procurements (Goods, Works, Services);
- v) Complaints related to any construction work under the project;
- vi) Complaints related to the fund flow and disbursement, bill pay etc.
- vii) Complaints related to the process and quality of delivery etc.
- viii) Selection and prioritization of Non-Government IPs/Processors/Entrepreneurs;
- ix) Selection of candidates for higher studies and foreign training;
- x) Selection and funding subprojects;
- xi) Selection of areas (entrepreneurs/farmers) for matching grants.

### 4.0 Grievance Redress Committee (GRC) Structure and Formation

Four level bottom up GRC system will be established in this Project by DLS, with a gender balanced representation from beneficiary, civil society, elected public representatives and project proponents as appropriate. The GRM does not seize the liberty of the complainants to go to the court at any stage of the grievance resolution process. GRC structures shall be as follows:

GRC Level	Committee Members	Role
Upazila Level Committee	DLO, DLS (respective)	Chairman
	ULO (respective)	Member Secretary
	Upazila Engineer, Local Govt. Engineering Department	Member
	Female word councilor/member (respective)	Member



GRC Level	Committee Members	Role
	Representative of civil society	Member
District Level Committee	Deputy Director (respective)	Chairman
	DLO, DLS (respective)	Member Secretary
	Representative from Local Govt. Engineering Dept.	Member
	Representative of civil society	Member
	Female word councilor (respective)	Member
Division Level Committee	Director (Extension), DLS	Chairman
	DD, DLS (respective)	Member Secretary
	Representative from Local Govt. Engineering Dept.	Member
	Representative of civil society	Member
	Female word councilor (respective)	Member
PMU Level Committee	Director General, DLS	Chairman
	PD, LDDP	Member Secretary
	Representative from MoFL	Member
	CTC, LDDP	Member
	Representative from Planning Unit, DLS	Member

## 5.0 Assessing Grievance by Aggrieved Persons and by Tiers

The GRM will be accessible to all members of the community, including women, senior citizens and other vulnerable groups with focus on the small ethnic communities and livestock dependent households.

Culturally-appropriate communication mechanisms will be used at all project sites both to spread awareness regarding the GRM process as well as complaints management. LDDP will establish the following, prior to commencing project implementation activities including identification, planning and design:

- Any person can access PMU website or office to record grievances and write a formal letter in the name of Project Director, PMU. The person can also visit the PMU office in person and log complaints.
- The PMU Office will maintain an electronic database that will provide a summary of complaints received and their resolutions.
- Apart from the electronic database that will be maintained at the PMU level, a manual register and complaint box of all complaints and actions taken will be maintained at each project sites and locations. GRM sign boards on which Compliant numbers (Conveners phone numbers) will also be displayed at project intervention sites.
- Grievance Focal Point (GFP) will also be chosen from local offices at each location of project activity.

- The PMU and the local offices will issue public notices to inform the public within the project area of the GRM. Contact address, phone number, email address and web address of PMU will be disseminated to the people through displays at the respective Upazila and District offices.
- The PMU officers will log and record complaints with date of receipt onto the complaint database and inform their environmental and social specialist staff;
- The PMU staff and/or upazila/district level officers, will investigate the complaint to determine its validity and relevancy, and to assess whether the source of the problem is due to project activities, and identify appropriate corrective measures.
- The PMU will inform the Complainant of investigation results and the action taken;
- The PMU will review with the help of respective office, the complainants' response on the identified mitigation measures, and the updated situation;
- The PMU will undertake additional monitoring, as necessary, to verify as well as review that any valid reason for complaint does not recur.

Confidentiality and professionalism for all complainants would be ensured strictly and that no actions will be taken against innocent people. Additionally, complaints against project staff will be handled neutrally and transparently for the system to be credible. Each of the Upazila/District/Division level offices under LDDP, will designate one officer, as the Grievance Redress Officer (GRO), who will receive and redress complaints relating to the project matter. The names and contact details of these officers will be published on the website of PMU and notice board of PIUs.

All community members are free to produce complaints and suggestions also to the World Bank when they believe that they are adversely affected by any of the project interventions. The complaints and suggestions, when unattended at the local level, may be placed with the World Bank's Grievance Redress Service (GRS) or to the independent Inspection Panel.


Details of the procedures to submit complaints to the WB's corporate GRS, is available in the GRS website: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the WB Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

**Address of The World Bank Grievance Redress Service (GRS) is-**

grievances@worldbank.org  
 +1-202-614-7313 The World Bank  
 Grievance Redress Service (GRS)  
 MSN MC 10-1018  
 1818 H Street NW  
 Washington, DC 20433, USA.

For resolution of grievance the aggrieved person/institution shall apply to the local GRM first. If the initiatives of the local GRM fail, only then the aggrieved person/institution can submit application to The World Bank GRS with all relevant documents and proposals.

  
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 Project Director (Joint Secretary)  
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 Department of Livestock Services (DLS)



## 6.0 Resolution Procedures

### 6.1 Grievance Redress Mechanism (GRM)

Grievances are issues, concerns, problems, or claims (perceived or actual) that individuals or community groups want to address and be resolved by the Project. The grievance mechanism is a locally based, project-specific extra-legal way to deal with and resolve complaints and grievances faster and thus enhance project performance standards in terms of social and resettlement management.

The Livestock and Dairy Development Project (LDDP) under the Department of Livestock Services (DLS) will establish the GRM to answer queries, receiving suggestions and addressing complaints and grievances during planning, design, implementation and execution of the project activities. All other actors will also rely on GRM mechanism to address issues coming from the beneficiary communities and other stakeholders affected directly and indirectly by civil work and policy interventions under this project during the span of the entire project cycle. Identification and addressing of the relevant grievances and complaints will create new interventions and approaches to achieve the project goals.

Though the GRM is a mechanism of redressing grievances and is designed to address environmental and social problems identified during the project implementation, it will also manage issues that emerge at field level and that has significant implications for effective implementation of the project interventions. The mechanism will interact with the existing GRMs in the small ethnic communities.

The project intends to implement a robust and responsive five tiers Grievance Redress Mechanism (GRM) by putting in place specific persons who shall be entrusted with the responsibility for the same, with provisions of online tracking and monitoring of the deliverance on this score. In case some conflicts arise between stakeholders (though not very likely) or in case some stakeholders are deprived of participation or in case some stakeholders are adversely affected by any project activity, the aggrieved person will be able to complain and get remedy.

**First Tier of GRM:** An officer will be designated as Grievance Redress Officer (GRO) at the upazila level who will be the first level contact for an aggrieved person. On a fixed date of every month, the Grievance Redress Officer (GRO) will visit the village/FGs/FFS where individuals/community will approach him/her. ULO will act as Appellate Officers for first tier at upazila level. This will be in addition to complaint book/box kept at the office which will be entertained by the Grievance Redress Officer (GRO) the same day at the field level. Each upazila will have information board with the name of the Grievance Redress Officer (GRO) and Appellate Officer at upazila, district & divisional level along with the cell phone numbers of concerned officers. The concerned upazila Grievance Redress Officer (UGRO) will prepare a monthly report on these cases, and submit to the District Grievance Redress Officer (DGRO). The upazila offices (ULO) of the DLS will respond to the complaints and resolve cases on monthly basis and only those requiring higher level attention will be forwarded to the District level or PIU level.

**Second Tier of GRM:** An Integrated Grievance Redress Mechanism (IGRM) will be established at the district level that will register user complaints using various mediums written, mobile or web-based complaints and address them in a time bound system. The project will commit itself for proactive disclosure and sharing of information with the key stakeholders, including the communities/beneficiaries. Most grievances are expected to be resolved at this level including

appeals. District Livestock Officer (DLO) will act as Appellate Officer for second tier at district level. Complaints/appeals not resolved at Upazila & District level and those requiring higher level attention will be forwarded to the Divisional level or PMU at Dhaka.

**Third Tier of GRM: At divisional level** an Integrated Grievance Redress Mechanism (IGRM) will also be established, where regular register of user complaints using various mediums written, mobile or web-based complaints and address them in a time bound system. Similar to 2<sup>nd</sup> tier, the project will disclose and share information with the key stakeholders, including the communities/beneficiaries. Most grievances are expected to be resolved at this level including appeals. Divisional Livestock Officer (DD) will act as Appellate Officer for 3<sup>rd</sup> tier at divisional level. Complaints/appeals not resolved at Upazila, District & Divisional level and those requiring higher level attention will be forwarded to the PMU at Dhaka.

**Fourth Tier of GRM: As the fourth tier**, PMU will have a central grievance redress committee at the PMU at Dhaka which will have mainly oversight and monitoring role. The project will have a communication strategy focusing on efficient and effective usage of print and electronic media, bill boards, posters, wall writing, and adoption of any other method suiting local context, logistics, human and financial resources. As part of GRM, a Grievance Redress Cell (GRC) will be set up at PMU office. PD or CTC (on behalf) of LDDP would be the Appellate Authorities to decide upon the appeals not resolved at first, second & third tiers. At this tier, members from DLS and MoFL will be included. All the names of the officers relating to grievance redress will be displayed on the project websites.

The Grievance Redress Officer and the Appellate Authority for the redress of the grievances for the components at different levels, along with the time period stipulated for addressing the complaints finally are given below. The contact details will be disclosed on the project websites and will be updated regularly.

## 6.2 The Grievance Redress Process and Timeline

The grievance process, responsibilities and timeline have been proposed at discussed in the table below:

Tiers of GRM	Nodal Person for Contact	Facilitation by Project	Time frame
<b>First Tier:</b> Upazila Level Grievance Redress Committee (ULGRC) headed by DLO	Respective is created, it will be the first level of contact in specific grievance related to the issues described in clause 1 of this GRM guideline.	The committee will maintain a Community Information Board to record the grievance, contacting and facilitating the aggrieved person to redress.	15 calendar days
<b>Second Tier:</b> District Level Grievance Redress Committee	The grievance will be forwarded to the DLO.	Only after exhausting the first tier, the aggrieved person can appeal to the second tier. The aggrieved person can attend the hearing in person. The District Livestock Officer	30 calendar days



Tiers of GRM	Nodal Person for Contact	Facilitation by Project	Time frame
(DLGRC) headed by DD		(DLO) will be responsible to ensure that there is no cost imposed (such as for travel, etc.) on the aggrieved person if the person belongs to the vulnerable groups, the project will assist the PAPs with travel and accommodation costs, if needed.	
<b>Third Tier:</b> Division Level Grievance Redress Committee (DivLGRC) headed by Director (Extn)	The grievance will be forwarded to the DD.	Only after exhausting the 2nd tier, the aggrieved person can appeal to the third tier.  The aggrieved person can attend the hearing in person.	45 calendar days
<b>Fourth Tier:</b> PMU, Livestock and Dairy Development Project (LDDP), Department of Livestock Services (DLS) under the Ministry of Fisheries and Livestock (MoFL)	The grievance will be forwarded to the Chief Technical Coordinator (CTC) at the PMU.	Only after exhausting the first, second & third tier, the aggrieved person can appeal to the 4th tier.  The aggrieved person can attend the hearing in person. The respective District Livestock Officer will be responsible to ensure that there is no cost imposed (such as for travel, etc.) on the aggrieved person if the person belongs to the vulnerable groups, the project will assist the PAPs with travel and accommodation costs, if needed.	
<b>Fifth Tier:</b> Independent Institutions such as Anti-Corruption Commission, Human Rights Commission Or the Judiciary	Independent Institutions and the Judiciary will remain as an option for an aggrieved person and/or community in case that the other tiers have not been effective.	Only after exhausting the first, second, third and fourth tier.  GRM does not seize the liberty of the complainants to go to the court at any stage of the grievance resolution process	As per established laws of Bangladesh

### 6.3 Mobile Phone based Grievance and Redress System

In addition to the proposed GRM, LDDP intends to setup a Grievance and Redress (G&R) system that will use the ICT platform to register grievances and provide notifications back to the concerned person. The underlying platform will be a web-enabled, mobile phone connected MIS system that will be based upon the open source platform.

### 7.0 GRM Documentation

To ensure impartiality and transparency, hearing on complaints at the GRC level will remain open to the public. The GRCs will record the details of the suggestions and complaints, and their resolutions in a register, including registration details, resolution process and the closing procedures. The following documentations will be maintained for GRM:

- i) Suggestions or Complaints Application Form
- ii) Suggestions or Complaints Registration Book
- iii) Resolution Book
- iv) Closing Book

(Sample formats of the above are attached in Annexure-1 and Annexure-2)



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Suggestion or Complainant Application Form

Receipt No: .....

Complainants Subject: .....

Name of Complainant: .....

Father's/ Husband's Name: .....

Mother's Name: .....

Complete address: Village/Road/Para Name: ..... Holding No: .....

Ward Number : ..... Pourashava.....

Upazila : ..... District: .....

Mobile No. : ..... E-mail: .....

Suggestion or Complaint Description:

.....  
.....  
.....  
.....

**Complaint's Expectation:**


.....

Complaint's Signature: .....

Date : .....

Received by : .....



  
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(ii) Suggestions/Complaints Registration Book format

Upazila:		District:				Division:						
Sl No.	Date of Receipt	Name of Complainant and NID	Gender	Father's/Husband's Name	Complete Address	Name of Subproject	Main Objection/Suggestion	Complainant, story and Expectation with Evidence	Previous Records of similar Grievances (if any)	Signature of the Complainant	Signature of the Recorder	Remarks

(iii) Resolution Book format

Upazila:		District:				Division:						
Sl No.	Case No.	Name of Complainant and NID	Complainant's story and Expectation	Name of Subproject	Date of Hearing	Date of Field Investigation (if any)	Result of Hearing and Field Investigation	Decision of GRC	Progress (Pending, solved)	Agreements Or Commitments	Signature of Recorder	Remarks

(iv) Closing Book format

Upazila:		District:				Division:				
Sl No.	Case No.	Name of Complainant and NID	Decisions and Response to Complainants	Name of Subproject	Mode and Medium of Communication	Date of Closing	Confirmation of Complainants' Satisfaction	Management Actions to Avoid recurrence	Signature for Recorder	Remarks



07.06.2020

Md. Abdur Rahim

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