



Federal Government of Somali

Ministry of Finance

SOMALIA CAPACITY ADVANCEMENT, LIVELIHOODS AND ENTREPRENEURSHIP,

THROUGH DIGITAL UPLIFT PROGRAM

SCALED-UP- P168115

FREQUENTLY ASKED QUESTIONS FOR THE GARGARA GRIEVANCE REDRESS MECHANISM (GRM)

Q1. What is a Grievance Redress Mechanism?

Ans.

A grievance mechanism is an accessible and inclusive system, process or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with the Project.

Q2. Who can raise a grievance?

Ans.

The grievance can be raised by any stakeholder of the SCALED-UP project, including any person or entity impacted by the activities of the project. Stakeholders include project staff, primary and secondary suppliers, participating financial institutions (PFIs), business and farming communities, and marginalized and disadvantaged groups.

Q3. When is one required to raise a grievance?

Ans:

A grievance can be raised at any time within the project lifespan. It is however encouraged to raise it as early as possible.

Q4. Can a grievance be time barred?

Ans.

A grievance is not time barred within the project life span, however, it might be rendered futile if it takes long to report. It is advisable that a grievance is raised as early as possible to address the issue and offer a solution where possible.

Q5. How can one raise a grievance?

Ans.

The complainant can raise a grievance through any/all the following channels:

- Personally present a written complaint to the project implementation Unit (PIU) office within the Ministry of Finance.
- Send the complaints to the GRM email grm.scaledup@piu.mof.gov.so or call the toll-free number **266**.
- Deliver the grievance letter in the complaint boxes at the PIU office.

Q6. Is there a specific format for filling a grievance?

Ans:

A grievance can be presented in any form. There is no specific format or prescribed manner in filling a grievance. However, the person receiving the grievance is required to note it down as per the procedures.

Q7. What are some of the grievances one can raise?

Ans:

Complaints can be about different things including but not limited to, unfair treatment and unfair dismissal, unfair remuneration, corruption in the running of the project, negative impact of the project activities to the environment and the society, discrimination or unfair administrative action, unexplained denial of funds from the PFIs, sexual harassment, abuse and exploitation and gender-based violence (GBV), exclusion from project benefits etc.

Q8. Who is responsible for addressing the grievances?

Ans:

The grievances are forwarded to the PIU which has a dedicated grievance committee to act upon the grievance and offer resolution.

Q9. How are grievances/complaints registered?

Ans.

The PIU has an elaborate system in place to receive, record issue acknowledgement notices and a tentative period for feedback on the grievance(s). Grievances/complaints are treated with utmost confidentiality, assessed impartially, and handled transparently.

Q10. What is the procedure in addressing a grievance?

Ans.

Any grievance will follow the following procedure:

Step 1: Uptake of grievance

The aggrieved entity will present a complaint at any uptake (access) point and presenting their complaints/grievances in Somali language or English.

After receiving grievance PIU will review the application for completeness of the complaint.

Step 2: Sorting and processing

The PIU assesses the nature of the grievance within two working (2) days to determine whether the matter is eligible or not. Where the grievance is deemed ineligible, it will be rejected. The PIU will determine if the matter can be resolved immediately or if it requires further investigation.

Step 3: Acknowledgement and follow-up

The PIU prepares and furnishes the complainant with an acknowledgement note in Somali or English.

Step 4: Verification, investigation, and redress action

- The grievance redress committee (GRC) within the PIU will examine the grievance, the observations of the PIU and the facts associated with it.
- Hand over decision either directly or through GBV Service provider. Where appropriate use the traditional or customary dispute resolution systems.
- Where agreement on grievance resolution has not been reached, SCALED-UP will offer complainant with appeal options and process. This will include escalation of cases to the courts of law.

Q11. What is the time limit for grievance redress?

Ans.

All grievances are addressed and resolved as quickly as possible such that the response time between activating the procedures and reaching a resolution is as short as possible. In simple cases the issue will be addressed within five (5) days upon completion of the investigations. In complex cases, redress will take up to 20 days to complete.

Q12. Can one raise Gender Based Violence (GBV) complaints through the GRM channels?

Ans:

Yes. However, due to its their sensitive and confidential nature, GBV cases are raised through designated service providers in receiving GBV grievances related issue within the project. GBV service providers offer a number of services including safe havens, trauma counselling, psychosocial support, and medical services.

Q13. When should I file a complaint related to GBV?

Ans.

- It is advisable to file a GBV complaint as soon as the incident happens or within (30) thirty days of the occurrence of the cause of action for the grievance or the complaint. Otherwise, the grievance may be filed after 15 days after the specified 30-day period, provided there are sufficient reasons justifying the delay.

Q14. Are there reporting channels within the Federal Government (FG) and the Federal Member States?

Ans.

- The implementing partners have developed an uptake location within relevant FG Ministries and Institutions. It has setup and maintain multiple barrier-free, culturally appropriate, ethical, confidential and gender sensitive uptake channels that include but not limited to in-person walk-in/personal conversations, telephone hotline (mobile or landline), text messaging (SMS), email, letters (post and hand delivery).
- The uptake location within relevant Ministries of FMSs will be shared with the public as soon as possible.

Q15. Can one appeal against the GRC decisions?

Ans:

After delivering their decision, the GRC will inform the complainant about the available appeal channels. Additionally, the complainant can seek redress in the formal court processes.