

BENEFICIARY COMPLAINT & FEEDBACK MECHANISM (BCFM)

GRASP

V.02 May 2022

PPAF

Introduction

GRASP Beneficiary Complaint & Feedback Mechanism (Grievance Redressal Mechanism) System has been designed to provide prompt and efficient services while recognizing right of its stakeholders to complaint and indeed welcomes their complaints as a valuable form of feedback to improve its services.

The GRASP Beneficiary Complaint & Feedback Mechanism System (BCFM) is prepared to ensure that all stakeholder's complaints and grievances are well received, reviewed and timely resolved. GRASP BC&FMS is based on the following principles:

- All complaints are recognized as a tool to address any shortcomings.
- All complainers are treated fairly and to the highest professional standards.
- Complaints raised by stakeholders are dealt efficiently and with utmost courtesy.
- Beneficiaries/stakeholders are fully informed of avenues to escalate their complaints/grievances.
- PPAF, ITC, FAO and Partner Organizations work in good faith and without prejudice to the interests of the beneficiaries to minimize complaints.

The objective of the grievance redressal mechanism is "to establish appropriate and timely handling of the receipt, retention, and treatment of alleged malpractices / misconduct". Further, this will provide a means for discreet and confidential channel for escalation of concerns without fear of reprisal.

PPAF, ITC, FAO and each PO shall establish and implement this BCFM at all levels of operations and implementation under GRASP to entertain complaints (related to any issue) from the beneficiary SMEs, other stakeholders of the project and relevant community / SME institutions or forums. The nature of a complaint will however determine the process to be followed for its resolution. All staff (Core Partners and POs) will be introduced to GRASP Beneficiary Complaint & Feedback Mechanism System (BCFM) through formal orientation sessions.

A provision will also be made to log a complaint through website of PPAF / POs / Partners / GRASP MIS. Information / awareness about complaint registration process and focal person(s) at partner level will also be made available by all Partners (Core Partners and POs) at all levels of engagement, communication and interaction with project beneficiaries and stakeholders.

Types of Complaints and Channels for Escalation & Resolution

Beneficiary Complaint & Feedback Mechanism (BCFM) Related to Inappropriate Behavior and Harassment:

The complaints related to inappropriate behavior including sexual harassment and child abuse by the staff of GRASP partners, partner organizations and sub-contractors / service providers would be dealt at two levels.

Misconduct related complaints within District, Provincial and PMU Staff:

To effectively deal with such complaints, the following steps need to be undertaken:

- For an inhouse complaint, respective partner needs to follow organizational procedure / grievance redressal mechanism. However, where complaint is against staff of another partner, it needs to be made / addressed to National Project Coordinator (NPC) and / or Chief Technical Advisor (CTA) GRASP with a copy to respective project lead. NPC / CTA will constitute a committee (comprising of senior male and female staff) for investigating the matter. The contact details of the committee focal person will be shared and should be known to complainant who has experienced misconduct.
- The committee will conduct detailed investigations and based on outcome recommend necessary action (enforced by project Management) and inform the complainant accordingly.
- Maintain complaint log-sheet at respective partner level and project MIS to help track progress on all grievances and complaints made, action taken and status of inquiry and settlement. Project MIS Dashboard will be used to display the overall status of number of complaints from different areas and partners and progress against these.

Misconduct related complaints against Staff visiting project beneficiaries¹:

Any beneficiary experiencing harassment or abuse by GRASP project staff (ITC, PPAF, FAO, POs) can register her/his grievance through designated e-mail address or phone number or by post, addressed to Focal person / CEO of respective PO (information included in Table 01). Project beneficiaries will be regularly oriented to Beneficiary Complaint & Feedback Mechanism and contact details of focal person(s) to register complaints as and if required in a respective area. Once a complaint is received, the concerned PO will process the complaint per organizational procedures / policy and keep complainant informed. They will maintain a log of all complaints received / handled and upload the same information to GRASP MIS. For any significant incident or recurring complaint, it will need to be brought to notice of project management for handling and settling through a different forum / committee nominated at provincial and / or PMU level.

Matching Grants and Procurement Related Complaints:

The following process must be followed for complaints made by project beneficiaries or any other external stakeholder related to matching grants and procurement:

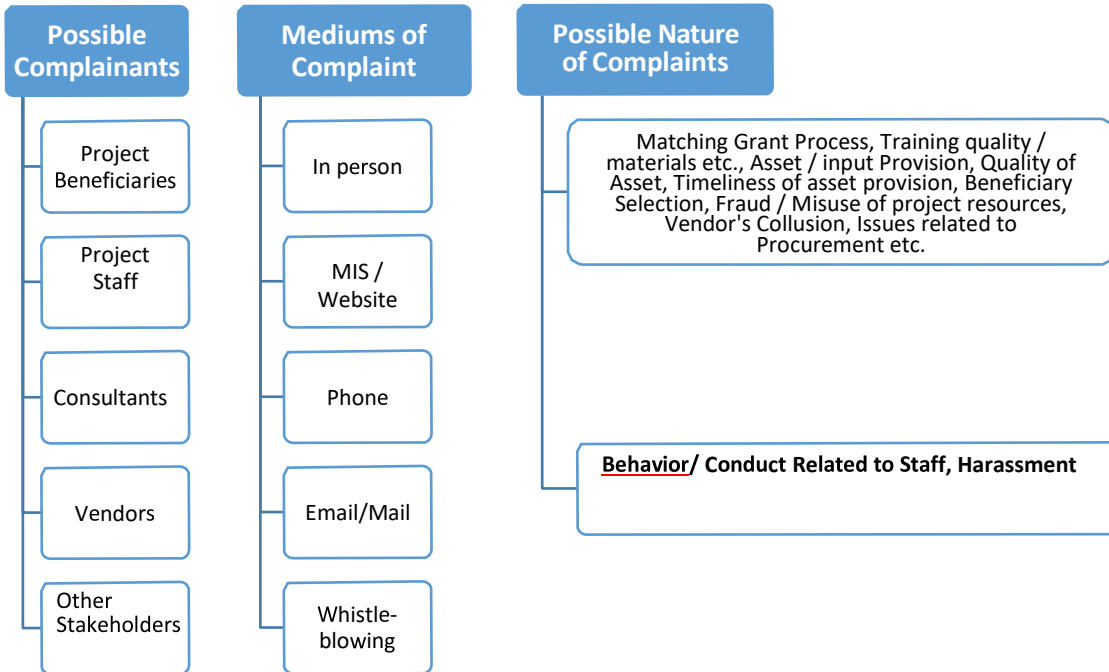
¹ Project Beneficiaries are all SMEs (farmers, producers, input suppliers, BIOs / Wholesalers and traders, ABSPs, Processors, retailers, transporters, firms and any other enterprise relevant to GRASP value chains).

The Partners will share Beneficiary Complaint & Feedback Mechanism information at the beneficiary level and also placed / displayed at partner / project offices, websites, project MIS for all to easily see and access to make a complaint if and when required. This should include the following:

- a. Name and contact address / information of Partner and partner organizations' focal person to handle complaints, placed at district / provincial / HO / PMU office. As highlighted earlier this information will be placed in public / common or easily accessible area and shared through other medium including partner website(s), MIS, ads about grants and procurement and other activities). A telephone / cell number for complaint registration shall also be included in addition to e-mail address.
- b. In case complainant wants to send a complaint to PPAF, its address and email must also be provided which is Chief Operating Officer, PPAF, Plot 14, Street 12, Mauve Area, Sector G-8/1, Islamabad.

Email: GRASP-complaints@ppaf.org.pk.

- When a complaint is received by the respective partner, it must be logged in hard and soft form locally and also on Project MIS (appropriate customization provided for this purpose). The following minimum information must be logged – name of complainant, CNIC number, address and mobile number, nature of complaint, date complaint received, and responsible person.
- Upon receipt of a complaint, the complainant must be informed that S/He will hear back on status within one month.
- No anonymous complaints will be entertained.
- Based on nature of the complaint, complaints focal person (with support from project lead / Manager) form a committee to review the complaint and / or follow respective organizational complaint resolution procedure. After running the due process and mechanism, reviewing all evidence, the findings and recommendations will be made to respective project lead / Manager and appropriate action taken to close / settle the complaint. The process should be completed within 25 days of receipt of complaint. Decision will be communicated to the complainant through most appropriate medium per a given context. Notes and records from the process must be retained.
- All complaint processes must be logged into the MIS including date of closing and decision taken.
- Complaint will be categorized according to the nature of the complaint; possible complaint types may include:



Sr. No	Organization	Focal Person(s) for Grievance	Designation	Contact Number	Email	Mailing Address
1	SPO	Mehrab Baloch	Project Manager	03353-416664 0318-2796700 0852-418105	mehrab@spopk.org mehrabspo2@gmail.com	SPO office Pasni Road Turbat Balochistan
		Mujahid Ali	Project officer (SPO Panjgur office)	0333-7802241	Mujahidali@spopk.org	SPO office near District Education office Panjgur Balochistan

Treatment of False Allegations:

Deliberately making / raising a false concern is also an allegation under this Beneficiary Complaint & Feedback Mechanism. This, however, is not meant to discourage or limit the rights of individuals from raising concerns of alleged malpractices or wrongdoings. The project recognizes that, in some instances, it may not be possible to determine whether a report/ action is indeed based on truth and in such employees should not be reluctant to report information because they are uncertain of who will be believed and whether the allegation can be proved. However, concerning complaints against project staff, complainant shall bear the responsibility to provide evidence.

Possible Instances of Malpractices:

Non-exhaustive lists of instances of malpractices that may trigger Complaint Mechanism are cited below for reference which may be amended from time to time.

- Breach of applicable PPAF / ITC / FAO / POs' Policies and / or Manuals or any action that is unlawful or may damage the reputation of mentioned partners and / or GRASP project.
- Fraud or deception with the intention of gaining an undue advantage, avoiding an obligation or causing loss to another party.
- Forgery or alteration of financial / non-financial documents or account belonging to GRASP partners.
- Direct or indirect involvement in misappropriation of funds, supplies or other assets.
- False reporting / representations of fact, whether by words or by conduct, to other stakeholders.
- Taking or giving bribes or any illegal gratification.
- Disclosure of confidential information.
- Matters which give rise to harassment, discrimination or other unfair employment practices.
- Any act in violation of Safety Health & Environmental standards applicable to the business.

FLOW CHART

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