



LAMP

Maldives

Learning Advancement & Measurement Project

2020-2024

GRIEVANCE REDRESS MECHANISM (GRM)



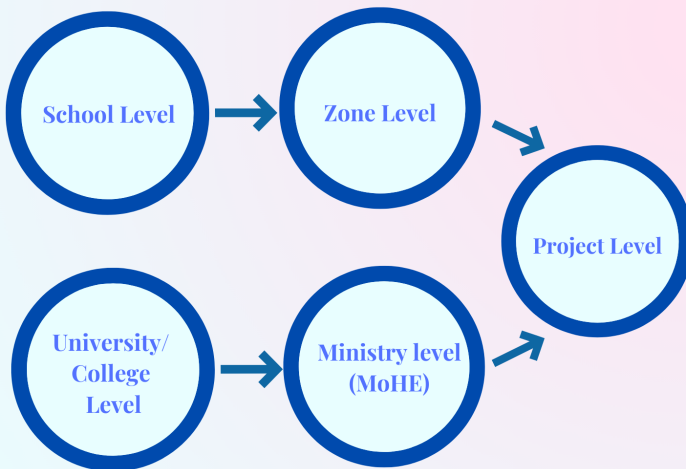
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WHAT IS A GRM?

Process for receiving, evaluating, & addressing Project related complaints from negatively affected communities at relevant level.



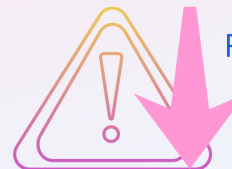
WHY IS A GRM NEEDED?

Increase transparency and strengthen accountability for beneficiaries



Provides a mechanism for stakeholders to provide feedback

Provides a mechanism for identification & resolution of issues



Reduce the risk of the project inadvertently affecting citizens/beneficiaries



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WHO CAN SUBMIT A GRIEVANCE (FEEDBACK OR COMPLAINT)?

Anyone who believes they are/have been directly or indirectly negatively affected by the Project, including:

- Project beneficiaries (students/teachers/parents/other school staff/teacher educators in universities & colleges/student teachers/staff of all implementing agencies of the Project)
- Project affected people (those who are/may be directly or indirectly affected negatively by the Project)
- Any grievance regarding project team can be directly submitted to Policy, Planning and Research Division (PPRD)
- Broader citizenry

The aggrieved party may submit the grievance **anonymously** if they wish to do so.



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WHO CAN SUBMIT GRIEVANCES AT WHAT LEVEL?

At School Level from Stakeholders such as:

- Teachers
- Students
- Parents
- Other school staff
- Facilitators for schools
- Vendors/interested vendors for schools
- Community/citizenry

At University/ College Level from Stakeholders such as:

- Teacher Educators
- Student Teachers
- Other university/college staff
- Consultants/vendors for universities/colleges
- Community/citizenry

Any Stakeholders who wish to directly report to Zone level:

- Any complaint not resolved at school level

Stakeholders who can submit complaints at Project Level

- Broader citizenry
- Any complaint not resolved at zone level
- Any complaint not resolved at university/ college level (to MOHE)
- Vendors/interested vendors for the Ministry
- Consultants/interested consultants for the Ministry

Complaints addressed at Ministry level (MoHE)

- Any complaint not resolved at university/college level



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HOW CAN YOU SUBMIT A GRIEVANCE?



Email



Call



Mail/letter



Google Form

AT SCHOOL LEVEL:

RESPECTIVE SCHOOL TO DISSEMINATE INFORMATION OF SCHOOL LEVEL FOCAL POINT
TO THE PUBLIC

AT UNIVERSITY/COLLEGE LEVEL:

RESPECTIVE UNIVERSITY/COLLEGE TO DISSEMINATE INFORMATION OF
UNIVERSITY/COLLEGE FOCAL POINT TO THE PUBLIC

AT ZONE LEVEL:

TO THE RESPECTIVE ZONE COORDINATOR

AT MINISTRY (MOHE) LEVEL:

DIRECTOR GENERAL

+960

aishath.hikma@mohe.gov.mv

AT PROJECT LEVEL:

LAMP'S ENVIRONMENT & SOCIAL SAFEGUARD FOCAL:

+960 3341160

zaina.hameed@moe.gov.mv

OR

https://docs.google.com/forms/d/e/1FAIpQLSdGVk40o8Gde_DPRpkkL7jWXnyqSqs_m3V6u-g_aFWm46k4Eg/viewform?vc=o&c=o&w=1&flr=0

ANY GRIEVANCE REGARDING THE PROJECT MANAGEMENT TEAM:

statistics@moe.gov.mv



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WHAT CAN BE SUBMITTED?

Can be addressed:

- Risks/impacts related to the Maldives LAMP
- Grievances related to the procedures and policies used by any implementing agency (in relation to any Project related activity) or Project procurement or finance
- Grievances related to Gender-Based Violence (GBV) , Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) in any Project activity

CONTENT OF A GRIEVANCE

A grievance should include the following information:

Subject matter: Must allege actual or potential harm/benefit from the Project

Substance: Must state adverse impact allegedly caused or likely caused by the Project. Must be supported by documentation and correspondence.

If grievance is not anonymous, correspondence address to be included (email address/ physical address).



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GBV/ SH/ SEA RELATED GRIEVANCES

During the project implementation, anyone who believes they are/have been directly or indirectly a victim of



can report!

A GBV/SH/SEA related grievances must be sent to the Sexual Harassment Prevention Committee immediately when received - as per Sexual Abuse and Harassments Act (16/ 2014). You can report by filling the form:

https://www.moe.gov.mv/assets/upload/Jinsee_Furassaara_Shakuvaa_Form_V_1_MOE.docx

All such cases must be reported to the Project Management Team within 24 hours with the consent of the victim, without including any personal details.

The victim may also report and seek support from the Ministry of Gender, HRCM, and Maldives Police Services.

Ministry of Gender Helpline is available 24/7



1412 - for children related cases

1421 - for adult related cases



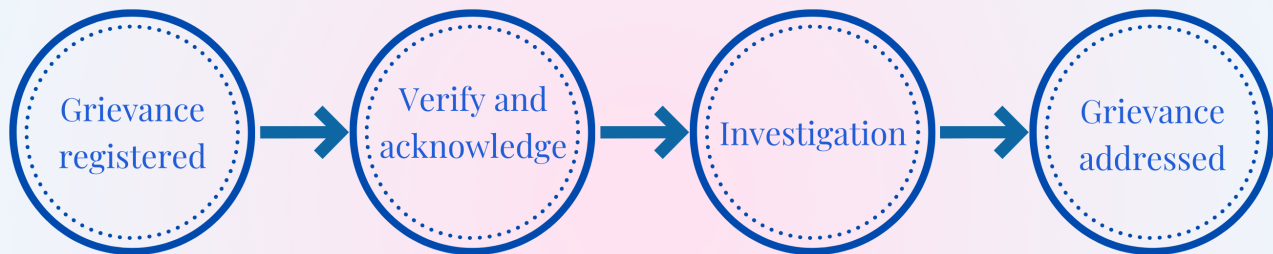
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GRIEVANCE REDRESSAL PROCESS



Maximum duration in which a grievance must be addressed within

- 5 days at **School Level**
- 5 days at **Zone Level / Ministry (MoHE) Level**
- 10 days at **Project Level**