

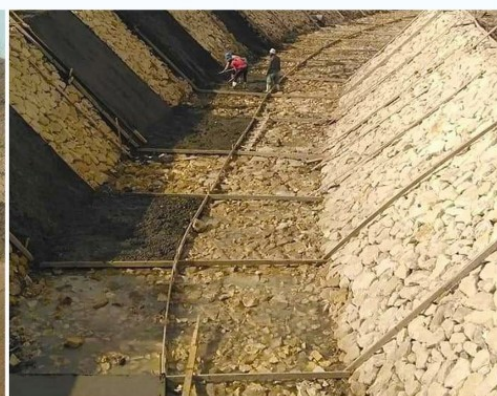
**MINISTRY OF WATER RESOURCES OF THE REPUBLIC OF UZBEKISTAN**

**CENTER FOR IMPLEMENTATION OF FOREIGN INVESTMENT PROJECTS  
IN WATER SECTOR**

**NATIONAL IRRIGATION AND ENERGY EFFICIENCY IMPROVEMENT  
PROJECT: (P504600)**

# **GRIEVANCE REDRESS MECHANISMS (GRM)**

SEPTEMBER, 2024 TASHKENT, UZBEKISTAN



## GRIEVANCE REDRESS MECHANISM

### 1. Existing Complaint Handling Mechanism in Uzbekistan

Any citizen in Uzbekistan has several channels to air his/ her complaints.

➤ **On village (mahalla) level:**

- Physical visit to Mahalla Citizens' Assembly Office to meet with Chair;
- Call to President's Virtual reception (tel. number is 1000 or 0-800-210-00-00) or send message to the President's Virtual reception online ([www.pm.gov.uz](http://www.pm.gov.uz));
- Call to hotlines established at each district or regional Khokimiyat;
- Send written complaint (letter) to district/regional Khokim/ line Ministry/President;
- Attend meetings with district/regional Heads of Sectors on integrated socio-economic development of regions (4 sectors established in each district);
- Attend meetings with leadership of line ministries and agencies that have to regularly meet with citizens in rural areas.

*If citizen is not satisfied with reply provided by Mahalla Chair, or he has received incomplete response, citizen can apply to upper level, specifically to District Khokimiyat.*

➤ **District level:**

- Physical visit to Khokimiyat on citizens reception days to meet with district Khokim or deputy Khokims
- Call to hotlines established in each Khokimiyat
- Physical visit to public reception offices under President's Virtual reception and established in each district nationwide
- Call to the President's Virtual reception (tel number is 1000 or 0-800-210-00-00) or send message the President's Virtual reception online ([www.pm.gov.uz](http://www.pm.gov.uz))
- Send written complaint (letter) to district Khokim/ line Ministry/President
- Attend meetings with district/regional Heads of Sectors on integrated socio-economic development of regions (4 sectors established in each district)
- Attend meetings with leadership of line ministries and agencies that have to regularly meet with citizens in rural areas.

*If citizen is not satisfied with reply provided on district level, or he has received incomplete response, citizen can apply to upper level, specifically to Regional Khokimiyat.*

➤ **Regional level:**

- Physical visit to Khokimiyat on citizens reception days to meet with regional Khokim or deputy Khokims
- Call to hotlines established in each Khokimiyat
- Physical visit to public reception offices under President's Virtual reception and established in each regional center nationwide
- Call to President's Virtual reception (tel. number is 1000 or 0-800-210-00-00) or send message to President's Virtual reception online ([www.pm.gov.uz](http://www.pm.gov.uz))
- Send written complaint (letter) to regional Khokim/ line Ministry/President
- Attend meetings with regional Heads of Sectors on integrated socio-economic development of regions (4 sectors established in each district)
- Attend meetings with leadership of line ministries and agencies that have to regularly meet with citizens in rural areas.



## **2. Objectives of GRM**

In accordance with ESS 5: Land Acquisition, Restriction on Land Use and Involuntary Resettlement (2016), Grievance Redress Mechanism (GRM) is established during the project affectivity, the main goals of GRM are ensuring the receipt and timely redress of grievances and concerns submitted by the aggrieved project affected persons, and resolve complaints at the project level and prevent escalation to the national courts or WB Accountability Mechanism. A grievance mechanism will be established to allow affected persons appealing any disagreeable decision, practice or activity arising from land or other assets compensation. APs will be fully informed of their rights and of the procedures for addressing complaints whether verbally or in writing during consultation, survey, training and time of compensation.

The grievance mechanism shall not impede access to the country's judicial or administrative remedies. Affected persons can approach a court of law at any time and independent of the project level grievance redress process. Along with the WB requirements on development and approval of grievance redress mechanism by implementation of investment projects, grievance redress procedure in Uzbekistan is also regulated by the national legislation of Republic of Uzbekistan, in particular by the law "On Citizens' Applications" and the "Law on the order of submission of appeals of physical and legal entities" (#378, 03 December 2014). Moreover, the MoWR/CIFIPWR provides an internal grievance mechanism for physical and legal entities to raise reasonable workplace concerns. According to the "Law on the order of submission of appeals of physical and legal entities" and Decree #39/AO, the application or complaint shall be considered within fifteen days from the date of receipt in the state authority, which is obliged to resolve the issue on the merits, as well as require additional study and (or) check, a request for additional documents - up to one month. The submission procedure for grievances and citizens' applications has been discussed during the public consultations in project areas (Surkhandarya, Kashkadarya, Bukhara and Karakalpakstan).

## **3. Grievance Redress Mechanism of the Project**

GRM for the current project considers the national legislation, the specificity of the project sites and results of public consultations. According to the Resolution 97 (29 May 2006) the Khokimiyats of the respective districts (cities) are obliged to notify owners of residential, production and other buildings, constructions and plantings on the made decision in writing for signature not later than six months prior to demolition, attaching to the notice copies of the relevant decisions of the khokims of districts (cities) and regions on the basis of the decision of the Cabinet of Ministers of the Republic of Uzbekistan on any land acquisition, demolition of residential, production and other buildings, constructions and plantings located in the land.

The APs will have the right to file complaints and queries on any aspect of land acquisition compensation and resettlement. PIU Center will be responsible for establishment of GRM during the project affectivity and act as the GRM secretary to make sure that the GRM is operational to effectively handle environmental and social concerns of project affected persons. The proposing GRM was discussed PIU's manager and safeguard specialist and it was presented during the public consultation in project areas. PIU will ensure that grievances and complaints on any aspect of the land acquisition, compensation, and resettlement are addressed in a timely and satisfactory manner. All possible avenues are made available to the APs to resolve their grievances at the project level. Under the proposed project level grievance mechanism, affected households may appeal any decision, practice or activity connected with the assessment or valuation of land or other assets, acquisition and compensation.

In addition, the GRM was discussed with Temelsu and Consultant on development of ESIA and updated into the format applicable for both aspects – environmental and social in term of

environmental impact and mitigation measures. After discussion with all parties, the following multi-level GRM was proposed for the project and is described below in Table 1.

**Table 1. Grievance Redress Mechanism and Levels**

<b>Level/Steps</b>	<b>Process</b>
<b>Level 1- PIU's Regional office, local makhalla committee, working office of Contractor project district khokimiyat</b>	<p>The aggrieved person can apply directly to the Project Implementation Unit (PIU), the local makhalla committee, or the working office of the Contractor. PIU Regional Environmental and Social Safeguards Specialist (RESSS) in project cities, Contractor's Sociologist or Makhalla will be in charge of receiving and registering complaints. The alternative entry point for complaints will be also Khokimiyats due to their obligations defined by national legislation. PIU's RESSS will collect information about received complaints from the makhalla committee, Contractor office, and Khokimiyat weekly.</p> <p>After registration of received complaints, PIU RESSS will review the nature/specificity of the complaint and will forward it to the relevant party for resolving. In parallel, PIU RESSS will inform PIU Environmental and Social Safeguards Specialist in Tashkent office about the received complaint and further actions undertaken for its solution. Depending on the nature of the complaint it may go to the Contractor, Cadaster Agency, Makhalla, or district branch of Nature Protection Committee. For example, complaints related to resettlement issues may be forwarded to Land Cadaster, Khokimiyat, and makhallas. At this level, the complaint should be resolved within 2 weeks.</p>
<b>Level 2 – PIU MoWR/CIFIPWR office in Tashkent</b>	<p>In case the grievance was not redressed on the first stage or applicant is not satisfied with the decision made/solution, s/he can submit the grievance directly to secretariat PIU MoWR in Tashkent. In accordance with established procedure, the secretariat of PIU MoWR will review the complaint and will forward complaints to respective department to make decision on its redress. In case the grievance is not related directly to the project, the further instance will be recommended to the applicant where s/he should apply for the decision making.</p> <p>In case, if the complaint is required more time and resources for resolution, the PIU MoWR may establish complaint handling team with following members such as representatives from secretariat PIU MoWR, district kokimiyat: cadastral department and makhalla or village assembly of Citizens or/and farmer's councils, or/and women association. All complaints will be resolved in 15 days, and in case additional details are required, a maximum of 30 days will be used to resolve and close the complaint with prior notification of complainant.</p>
<b>Level 3 - Economic Court</b>	<p>If the issue was not solved or the applicant is dissatisfied with the decision/resolution, the aggrieved person may submit grievance to Economic Court (Court of Law) where decision will be made in accordance with relevant national legislation. However, APs can approach the court of law at time during the grievance redressed process independent of GRM and the grievance mechanism should not impede access to the country's judicial or administrative remedies.</p>

#### **4. Records and Documentation**

Most of grievances on land acquisition and resettlement issues are redressed at 1-2 levels. All grievances received from the population will be registered in a logbook<sup>3</sup> which should be available at all levels: at the site office of Contractor, makhalla committee of project area district. Besides, there are also logbooks in project district khokimiyat where the grievances from the population are usually registered. Even so, the information on received by Contractor grievances and applications from the aggregated persons, and undertook measures should be submitted to the representatives of PIU on the project site for the accounting all grievances. Thereafter the information on all received grievances will be collected at the PIU Center.

#### **5. Existing GRM at Center**

Along with the World Bank requirements on development and implementation of grievance mechanism for each Bank finance project, a grievance redress procedure is also required

according to national legislation. In Uzbekistan a grievance redress procedure is regulated by the law “On Citizens’ Applications” and the “Law on the order of submission of appeals of physical and legal entities” (#378, December 03, 2014). Moreover, the MWR provides an internal grievance mechanism for physical and legal entities to raise reasonable workplace concerns. The grievance mechanism procedures are described in the following local regulations as well: Law of the Republic of Uzbekistan “About appeals of individuals and legal entities” #445 dated on 11.09.2017.

**Table 2. Channels for accessing information and submitting grievances**

Description	Contact details
Grievance Redress Committee – 1 <sup>st</sup> tier	Project Implementation Unit of Center
Grievance Redress Committee – 2 <sup>nd</sup> tier	Center for the Implementation of Foreign Investments Projects in Water Sector
Address:	100187, Mirzo Ulugbek district, Karasuv, 11, Tashkent
Telephone:	+998 (71) 202-47-48
Hotline:	+998 (71) 202-47-00
Web-platform:	<a href="http://center-min-water.uz">center-min-water.uz</a>
Email address	<a href="mailto:kapital@minwater.uz">kapital@minwater.uz</a>
Anonymous complaints are also entertained by any of the above channels	

## 6. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may submit complaints to existing project-level grievance mechanisms or the Bank’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the Bank’s independent Accountability Mechanism (AM). The AM houses the Inspection Panel, which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures, and the Dispute Resolution Service, which provides communities and borrowers with the opportunity to address complaints through dispute resolution. Complaints may be submitted to the AM at any time after concerns have been brought directly to the attention of Bank Management and after Management has been given an opportunity to respond. For information on how to submit complaints to the Bank’s Grievance Redress Service (GRS), visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the Bank’s Accountability Mechanism, visit <https://accountability.worldbank.org>.

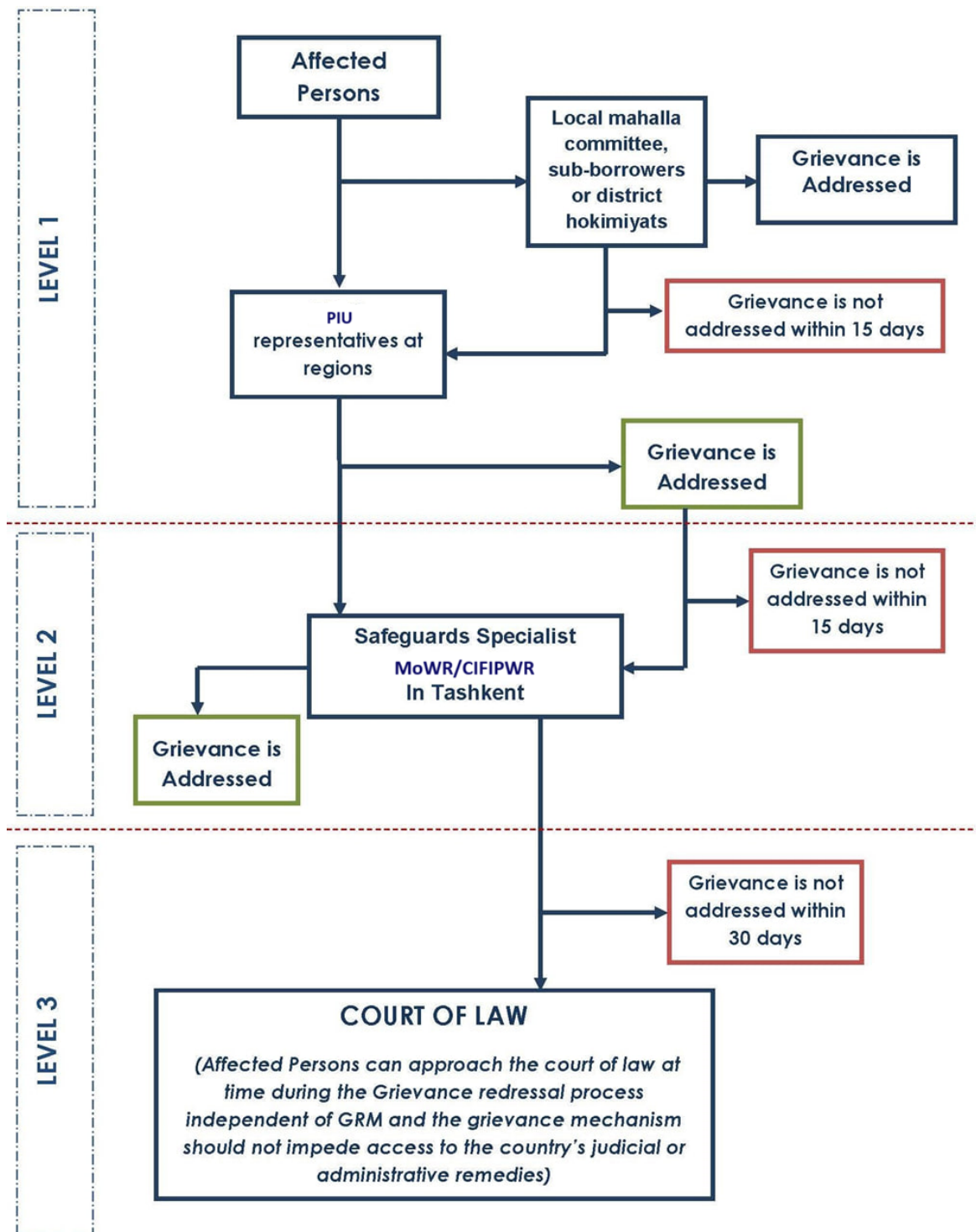
A complaint may be submitted in English, Kazakh or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA

- Through the World Bank Uzbekistan Country Office in Tashkent: 107B Amir Timur Street, Block C, 15th floor, 100084, Tashkent, Uzbekistan, [tashkent@worldbank.org](mailto:tashkent@worldbank.org), Tel. +998 71 120-2400.

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).



**Figure 1: Grievance Redress Mechanism**