

Grievance Redress Mechanism

The Grievance Redress Mechanism has been designed to be problem-solving mechanism with voluntary good-faith efforts. The Grievance Redress Mechanism is not a substitute for the legal process. The Grievance Redress Mechanism will as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must act at all times, in good faith and should not attempt to delay and or hinder any mutually acceptable resolution.

The Ethiopian Institution of the Ombudsman (EIO) is a federal entity accountable to the Federal Parliament and responsible for ensuring that the constitutional rights of citizens are not violated by executive organs. It receives and investigates complaints in respect of maladministration; conducts supervision to ensure the executive carries out its functions according to the law; and seeks remedies in case of maladministration.

The Regional Public Grievance Hearing Offices (PGHOs) are regional entities accountable to their respective regional Presidents. They are responsible for receiving appeals, complaints and grievances related to public services and good governance; investigating these; and making recommendations and decisions to redress them. Most regions have established their PGHOs and have branches at zonal, woreda and kebele levels which are accountable to their respective chief administrator. At the kebele level, the Kebele Manager serves as the focal point.

A complainant has the option to lodge his/her complaint to the nearby EIO branch or the respective PGHO in person, through his/her representative, orally, in writing, by fax, telephone or in any other manner. Complaints are examined; investigated and remedial actions are taken to settle them. If not satisfied with the decision of the lower level of the Grievance Redress Mechanism system, the complainant has the right to escalate his/her case to the next higher level of administration. In addition, some regions have mobile grievance handling teams at woreda level to address grievances by clustering kebeles; some have good governance command posts to handle cases that have not been settled by the Kebele Manager and woreda PGHOs.

Environment Forest and Climate Change Commission (EFCCC) has a multi-pronged approach to receiving and handling of complaints about environmental and social harms caused by projects/programmes. Grievance Point Persons (GPPs) have been appointed within EFCCC to be responsible for the initial screening of complaints received and working with EIO on resolution of the complaints. Members of the public are made aware of their right to launch complaints about environmental and social harms caused by projects/programmes through radio and television programmes, which were launched to popularize the CRGE Facility. This CRGE Facility website encompasses information on safeguards aspects including the information on the public's right to complain and the avenues for making these complaints for projects/programms financed by the CRGE Facility .

Level	Responsible Institution	Procedure
Federal Level	EFCCC + Project steering committee	MEFCC need to give response within one month
	Federal Ombudsman's Office	The Federal Ombudsman's can also give advice for unresolved issues before the case is submitted to the court

	Federal Court	Applicants may also pursue their cases through the court system, if they are not satisfied with the Grievance Redress System.
Regional Level	Regional Environment Office and PCU	If Applicants are not satisfied or referred to the regional environment office and the regional office should give response within 15 days,
	Regional Ombudsman's Office	Applicants may also get advice from the Regional Ombudsman's office
	Regional Court	Applicants may appeal to the court if it is not resolved at environment office
Woreda * Level	Woreda Environment office	Applicants may raise their grievance to the Woreda environment office and response should be given within 10 days. If the Applicant are not satisfied by the response they can take the issue to the Regional PCU or Woreda formal court
	Woreda Ombudsman's Office	Applicants can also submit their apple to the Ombudsman's for advice
	Woreda Court	Applicants can submit their appeal to the formal court and continue with the formal process
Kebele* Level	Kebele Shengo	Local communities and other interested stakeholders (Applicants) may raise a grievance/complaint to the Kebele manager for grievance caused by the project and need to get a response within 10 days

In the context of the project, the EFCCC directorate General for Environmental and Social Impact Assessment and Licensing will be responsible for the project-level grievance redress mechanism. The contract details of the focal person responsible is:

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Shiferaw Negash (Mr.),
 Director General,
 Environmental and Social Impact Assessment and Licensing,
 Ministry of Environment, Forest and Climate Change
 Email – shifeabbagada@gmail.com
 Telephone: +251911936802