

ECONOMIC COMMUNITY OF WEST AFRICAN STATES



**ECOWAS COMMISSION
COMMISSION DE LA CEDEAO
COMISSÃO DA CEDEAO**

Western Africa Regional Digital Integration Program/ Digital Transformation for Africa – SoP 1

Project Stakeholders Grievance Mechanism

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Objective of the GRM

The main objective of a GM is to help resolve complaints and grievances in a timely, effective, confidential, and efficient manner that satisfies all parties involved in line with the project specific [Environmental and Social Commitment Plan \(ESCP\)](#) of the World Bank ESS10 Stakeholder Engagement and Information Disclosure requirements and the project specific [Stakeholder Engagement Plan \(SEP\)](#).

Table of GRM implementation arrangement

Steps (Grievance value chain)	(Description of the process)	(Calendar)	(Responsibility)
Implementation structure of the Grievance Redress Mechanism	The structure of the project Grievance Redress Mechanism (GRM) implementing is the Grievances Redress Committee (GRC) compose as follows: - E&S Specialist of WARDIP ECOWAS (Focal point); - Monitoring & Evaluation Specialist of PIU WARDIP (member); - PO E-Applications Officer of ECOWAS Directorate of Digital Economy and Post (member); - Administrative Assistant of PIU WARDIP (secretary). The GRC may also call upon external expertise to act as resource persons for specific situations regarding certain grievances.	Continuous	E&S Specialist of ECOWAS WARDIP
Uptake of grievances - How are grievances collected? How many locations and through what channels? What is the organizational structure for grievances handling	1. GRM is sensitive to SEA/SH complaints and provide survivor-centre referral protocol 2. Complaints can be submitted through the different following channels: a. Phone Number: +234 816 961 6827 (Direct line)/ +224 622 054 079 (WhatsApp). b. Email grmwardip@ecowas.int c. Letter to the Grievance focal person (E&S Specialist) having its principal office at N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria d. Complaint form to be submitted via one of the above channels e. Verbal narrations on phone (direct line or WhatsApp) or in person with GRC members.	Within 24 hours	E&S Specialist of ECOWAS WARDIP

Steps (Grievance value chain)	(Description of the process)	(Calendar)	(Responsibility)
	f. Grievance box installed at WARDIP ECOWAS office in Abuja (N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria.) The Grievance Redress Committee is made up of 4 members from the Digital Economy, and Post and WARDIP PIU based in Abuja at ECOWAS Commission as mentioned above. The GRC members are ECOWAS staff who receive a regular salary and are therefore not specifically recruited for this activity. However, sitting allowances will be provided for grievance resolution sessions. This allowance is set at \$350 for external resource persons. Given the low volume of complaints due to the absence of physical activities on the ground, we plan to budget for one resolution session per month for 4 internal members and 4 external resource persons.		
Sorting /processing (How are grievances categorized, logged and prioritized? Who are they referred to? How are they addressed?)	Any complaint received is forwarded to The Grievance Redress Committee and categorized according to the following types of complaints: Category 1: procurement and selection of consultants Category 2: non-performance of project obligations Category 3: violations of law and/or corruption Category 4: sexual exploitation and abuse/sexual harassment (SEA/SH) receive immediate response through experienced GBV focal points and undertake confidential investigations with a specific resource persons mainly composed of women experienced in GBV, in accordance with the recommendations of the World Bank's Good Practices Note. Report these incidents to the WB within 24 hours in line with ESCP Category 5: Labor grievances	(Upon receipt of the complaint)	E&S Specialist of ECOWAS WARDIP
Acknowledgement- and Follow Up- Are complainants provided receipts?	- Any grievance received is acknowledged to the complainant and registered in the complaint registration form (Annex 1) by the GRC at least 24 hours - Case tracking number and resolution timeline will be provided. - Preferred contact method to be confirmed with the complainant. - The process must be confidential for ESA/SH complaints	(Within 5 days of receipt)	E&S Specialist of ECOWAS WARDIP

Steps (Grievance value chain)	(Description of the process)	(Calendar)	(Responsibility)
	- Conduct initial investigations and provide preliminary response as soon possible but no later than 5 working days from the reception date (maximum investigations period). In case more time is needed for investigations, the complainant must be informed.		
Verification, investigation, action) How is information about the grievance gathered to resolve it? How are grievances escalated to higher levels?	- The investigation into the complaint is conducted by the Grievance Redress Committee. - A draft resolution is formulated and registered in the Complaint Resolution Form (Annex 2) by the committee and communicated to the requester by the E&S Specialist for opinion. - If the proposed solution is approved by all the parties, the satisfaction notice (Annex 3) is filled and signed by the complainant and, the complaint closure form (Annex 4) shall be completed by the GRC secretary. - Once this process is completed, the Grievances data base (Annex 5) shall be updated by the GRC. - If not resolved within a period of 15 working days, it will be sent to the ECOWAS Directory for Digital Economy and Posts Phone: +2348024133997; Email: sogbaji@ecowas.int Any unresolved complaint forwarded to the Directorate of Posts and Digital Economy will be handled by that Directorate, with support from ECOWAS specialized bodies. If the complainant is not satisfied with the outcome from these bodies, and after exhausting all appeal channels provided for under the GRM, the complainant will be authorized to refer the matter to the courts, at the project's expense. The flowchart of the GRM resolution process is joined at Annex 6 of this document.	(Within 10 working days)	Grievance Redress Committee composed of representative from the ECOWAS Commission and the PIU
(Monitoring and evaluation)	The complaints data is collected in a grievance logbook (centralized grievance registration database) analyzed in an excel sheet and communicated to the Grievance Redress Committee every Quarter. The privacy of data and process is essential. Feedback received, cases resolved, and complaints trends will be regularly reviewed. Indicators to be tracked include:	Quarterly	E&S Specialist and Monitoring & Evaluation Specialist of PIU

Steps (Grievance value chain)	(Description of the process)	(Calendar)	(Responsibility)
How are grievances tracked? How is grievances data analyzed? How are processes modified to prevent grievances from recurring?	• Number of complaints/ grievances registered • Percentage of grievances resolved • Percentage of grievances redressed within stipulated time period; or time required to resolve complaints • Percentage of complainants satisfied with response and grievance redress process • Percentage of SEA/SH complaints referred to GBV service providers • Percentage of complaints resolved within the specified timeframe of 15 working days		
Communication of feedback (How are GRM users and the public at large informed about the results of investigations and the actions taken on grievances?)	The results of the investigation and the actions taken is communicated to the complainant through multiple channels according to his/her preference: email, SMS, phone calls, and anonymous feedback options for comments and feedback. The comments from the complainants regarding their satisfaction with the resolution of complaints are collected via the satisfaction notice, and shared widely among project stakeholders.	Within one week	Focal Person of the Grievance Redress Committee
Training	Capacity building to be planned for PIU and relevant stakeholders on: • grievance management including SEA/SH aspects/protocol (Confidential reporting channels, the survivor centered approach principles	Depending on needs and stakeholder engagement	PIU

Complaints Resolution timeline period

The total timeline required to close a complaint is 15 working days. If not resolved within this period, it will be forwarded to the ECOWAS Directory for Digital Economy and Posts via Phone: +2348024133997 or Email: sogbaji@ecowas.int

Appeal

Once all possible means of resolving the complaint have been proposed and if the complainant is still not satisfied, they should be informed of their right to legal recourse after total timeline required to expiration fixed at 15 working days. [If applicable, additional measures will be in place as part of the project to address sensitive and confidential complaints, including those related to sexual exploitation and abuse/sexual harassment (SEA/SH), in accordance with the good practice note of the World Bank's ESF on SEA/SH in accordance with the good practice note of the World Bank's ESF (ESS4) on SEA/SH, and the Gender Management System adapted in 2005 by the ECOWAS Center for Gender Development standards and the ECOWAS Treaty's *Additional act a/sa.02/05/15 relating to equality of rights between women and men for sustainable development in the ECOWAS region* published in 2015 (**Annexe 7**).

The current GRM is applicable for the WARDIP project stakeholders as indicated into the ESCP in accordance with the ESS10:

Project Grievances Mechanism (conclusion)

The project has a general Project Grievance Mechanism (GM). Under the GM, the project has indicated channels for reporting complaints and grievances. These shall include email, phone calls, and written form that will be accessible to all stakeholders. Women will be consulted to confirm that the channels are safe and accessible to them, including to report any SEA/SH related complaints. Information on the project GM will be made available to the project stakeholders.

The project GM will include confidential, and survivor centered procedures to record, verify and address SEA/SH complaints with referral protocols to local GBV service providers that will be identified through GBV service mapping.

GRM Implementation budget

The total amount of the GRM implementation is **USD 28 325**. Details about this budget are presented in the next table:

Table of GRM implementation budget

GM IMPLEMENTATION BUDGET					
Designation	Unit	Number of persons	Number of days	Unit Cost	Total Cost
Training of GM committee	nb	1	1	5 365	5 365
Suggestion boxes at ECOWAS office and others relevant offices	nb	1	1	1 000	1 000
GM Communication materials	nb	1	1	1 800	1 800

Other GM logistical costs	nb	1	1	20 160	20 160
TOTAL					28 325

ANNEXES

Annex 1: Complaint registration form



COMPLAINT REGISTRATION FORM

Tracking No : _____

Category of complaint: _____

☐ SMS ☐ E-Mail ☐ WhatsApp ☐ Phone call ☐ Other (indicate) : _____

[illegible]

Signature of recipient

Address: Principal office at N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria
Phone Number: +234 816 961 6827 (Direct line)/+224 622 054 079 (WhatsApp). Email grmwardip@ecowas.int



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COMPLAINT RESOLUTION FORM

Date ____/____/____

Tracking No _____

INFORMATIONS OF COMPLAINANT

Name of complainant: _____ Preferred contact: _____

Category of the complaint: _____

Tel No : _____ Complaint reception date : _____

COMPLAINT'S DESCRIPTION: _____

CONCLUSIONS OF GRC _____

COMPLAINANT'S OPINION _____

For the GRC

For the complainant

Name and Signature

Signature of the complainant

Address: Principal office at N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria
Phone Number: +234 816 961 6827 (Direct line)/+224 622 054 079 (WhatsApp). Email grmwardip@ecowas.int



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SATISFACTION NOTICE

Date: ____/____/____ Complaint tracking No _____

Name of complainant: _____ Preferred contact: _____

Category of the complaint: _____

Complaint reception date: ____/____/____ Date solution proposed: ____/____/____

Date case closed ____/____/____

COMPLAINT'S SUMMARY: _____

AGREED RESOLUTION / ACTION TAKEN _____

SATISFACTION CONFIRMATION

I, _____ the undersigned, confirm that:

- I have received the proposed resolution and/or corrective actions, and
- I consider my complaint resolved to my satisfaction, and
- I understand that I may contact the GRMC again if the issue reoccurs or if new information arises.

Satisfaction Status:

- ☐ Satisfied – Case may be closed
- ☐ Partially satisfied – Further action requested (explain): _____
- _____
- ☐ Not satisfied – I request escalation/appeal according to the GRM procedure

Signatures

For the GRC

For the complainant

Name and Signature

Signature of the complainant

Adresse: Principal office at N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria
Phone Number: +234 816 961 6827 (Direct line)/+224 622 054 079 (WhatsApp). Email grmwardip@ecowas.int

Annex 4: Complaint closure form



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GRIEVANCES CLOSURE FORM

Tracking number	Date of closure	Solution implemented	Replicable if possible	Practices modification required
		Describe here in detail the implemented correctives measures and solutions	Mention here if it is possible to implement the same solutions and measures for similar complaints	Specify here if it is necessary to modify this practices, if yes, what are these practices and where they can be implemented

Address: Principal office at N° 101, Yakubu Gowon Crescent, Asokoro District PMB 401 Abuja, Nigeria

Phone Number: +234 816 961 6827 (Direct line)/+224 622 054 079 (WhatsApp). Email grmwardip@ecowas.int

Annex 5 : Complaint data base form



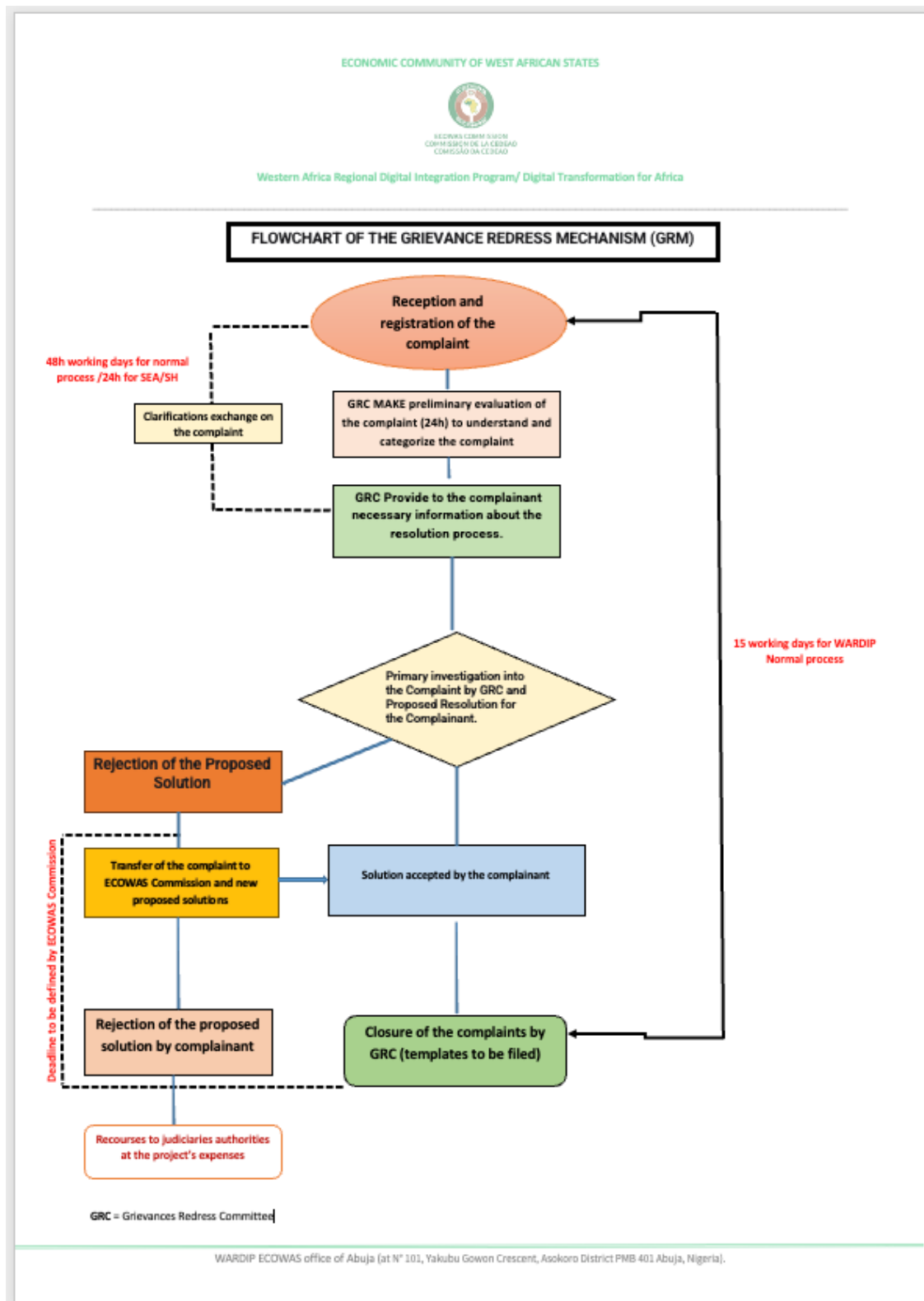
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COMPLAINT'S MONITORING DATABASE

[illegible]

Annex 6 : Flowchart of the GRM resolution process



Annex 7 : ECOWAS Treaty's ***Additional act a/sa.02/05/15 relating to equality of rights between women and men for sustainable development in the ECOWAS region published in 2015.***

This document states on page 30, Article 23:

Article 23: Prosecution and Support for Victims

1. Member States:
 - (a) adopt laws prohibiting all forms of gender-based violence and ensure their enforcement;
 - (b) ensure that perpetrators of gender-based violence, including domestic violence, sexual harassment, female genital mutilation, and all other forms of gender-based violence, are brought to justice before a competent court and punished in accordance with applicable laws.
2. Member States adopt laws addressing gender-based violence related to the screening, treatment, and support for victims of sexual abuse. These victims must have access to:
 - (a) emergency medical treatment;
 - (b) post-exposure prophylaxis in all healthcare centers to reduce the risks of contracting HIV and other opportunistic infections;
 - (c) prevention of sexually transmitted infections (STIs);
 - (d) justice, effective enforcement of criminal laws on gender-based violence, and appropriate reparations.

Member States establish the necessary mechanisms for the social and psychological rehabilitation of victims of gender-based violence.