

TAJIKISTAN RURAL ECONOMY DEVELOPMENT PROJECT (REDP)

Grievance Redress Mechanism for the REDP



What is a Grievance under this project?

A grievance can be an issue, concern or problem that is related to the Rural Economy Development Project.



Why should you report a grievance?

The Rural Economy Development Project is set up to help the people who work and live in Khatlon and GBAO regions who are interested in improving their life through tourism and agribusiness. If the project is hurting you instead of helping, then you should report them, so that we can improve the way we work



What is an Accountability and Grievance Mechanism?

This is a system of receiving, recording and solving grievances. The mechanism is set up so that people can freely submit their concerns without fear of being targeted or punished. It is managed by PIU REDP.



Who can report a grievance?

Anyone affected by the work of the Rural Economy Development Project can submit a grievance.

You can report your concerns in the following ways

1. Call or text us at 987 38 38 93, or contact our office at 221 02 33 ext. for Bokhtar, Kushoniyon, Vakhsh, Khuroson, J.Balkhi, A. Jomi and Levakant-778888753, for Dusti, Kabodiyon, Jayhun, Panj, Shahritus and N.Khusrav-907707686, for Yovon, Dangara, Temurmalik, Baljuvon, Khovaling and Norak-987220023, for Kulyab, Muminobod, Vose, Hamadoni, Farkhor and Sh.Shohin-935182223 in Khatlon region and for Khorug, Vanj, Darvoz, Ishkoshim, Murghob, Roshtqala, Rushon and Shughnon-938190900 in GBAO



2. Online through our website at <https://piumof.tj> & redproject.tj or by email to grievances@piumof.tj



3. Through the mail or in-person at Foteh Niyazi Street, Ministry of Finance (7th Floor), Dushanbe, Tajikistan



4. In-person to REDP PIU Staff or special point persons who will be



RURAL ECONOMY DEVELOPMENT PROJECT



State Institution "Project Implementation Unit for Access to Green and Rural Development Finance" under the Ministry of Finance of the Republic of Tajikistan



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