



**STATE INSTITUTION "PROJECT MANAGEMENT UNIT FOR "ACCESS  
TO GREEN AND RURAL DEVELOPMENT FINANCE" UNDER THE  
MINISTRY OF FINANCE OF THE REPUBLIC OF TAJIKISTAN**

**RURAL ECONOMY DEVELOPMENT PROJECT**

**GRIEVANCE REDRESS MECHANISM**

## CONTENT

<b>Background information</b>	<b>3</b>
<b>1. Grievance redress mechanism</b>	<b>4</b>
<b>2. Main directions and grievance redress procedure</b>	
<b>Beneficiaries within the scope and implementation of the Project</b>	<b>7</b>
<b>3. Contact details of the Project representatives</b>	<b>8</b>

## **Introduction**

The Rural Economy Development Project and matching grants are financed by the World Bank and implemented by the State Institution “Project Implementation Unit Access to Green Financing and Rural Development Finance” under the Ministry of Finance of the Republic of Tajikistan (hereinafter referred to as the PIU) since 2020.

The main goal of the project is to create new economic opportunities and new jobs for residents of the Khatlon region and the Gorno-Badakhshan Autonomous Region (GBAO) through the development of tourism and agribusiness.

Within the framework of the project, it is planned to reconstruct and restore the Yamchun fortress in GBAO, reconstruct and restore the Khulbuk fortress, the Khoja Mashhad madrasah and the Chiluchorchashma monument in the Khatlon region, as well as provide grants to jamoats and municipalities for the development of tourism destinations and tourism infrastructure, improve the condition of local agricultural markets, provide matching grants to farmer groups and associations of micro, small and medium enterprises for post-harvest work and matching grants to officially registered MSMEs and NGOs.

One of the project objectives is to improve public infrastructure for the development of tourism, agribusiness and related industries, including historical and cultural tourist sites, which contains Yamchun fortress in GBAO and three sites in Khatlon region (Khulbuk fortress, Khoja Mashhad madrasah and Chiluchorchashma).

This section also includes the provision of grants to jamoats, state and non-state organizations for the development of local tourism and the improvement of the infrastructure of state agricultural markets, in order to collect proposals from local communities for the development of tourism and agribusiness in Khatlon region and GBAO. Involving citizens in the development and implementation of these proposals will ultimately increase opportunities for civic participation and employment.

Another part of the project is provision of matching grants to micro, small, medium enterprises and entrepreneurs engaged in tourism, agribusiness and related industries. Matching grants are provided to individual farmers, groups of farmers or registered associations to finance goods (equipment) and services to support post-harvest activities.

## **Grievance Redress Mechanism**

In order to ensure the sustainability of cooperation, transparency of program and bilateral relations between the Project and beneficiaries the Grievance Redress Mechanism was put into operation in order to consider complaints, appeals and suggestions.

The grievance redress mechanism allows timely consideration of proposals and grievances related to the Project and satisfaction of the requirements of the parties.

The PIU will respond to all relevant grievances related to the activities of the Project and will be guided by the principles of confidentiality, anonymity, equal access for women and men and social inclusion.

### **General Process**

The grievance redress procedure is free. In order to improve Project activities, project services and address deficiencies, complaints and suggestions will be received and resolved/supported by the stakeholder community.

Complaints are treated confidentially and are not be subject to prosecution.

Disclosure of information contained in the appeal, without the consent of the applicant, as well as information relating to the personal life or activities of a legal entity, is prohibited.

The PIU is responsible for the overall management of the Grievance Redress Mechanism and will only consider appeals, proposals or complaints related to the Project's activity.

Grievances are considered in accordance with the legislation of the Republic of Tajikistan and the requirements of the World Bank.

### **Grievance Redress Procedure**

Within the framework of the Grievance Redress Mechanism, “Complaints” means: applications, petitions, proposals, complaints of individuals and legal entities. Complaints can be filed in following ways:

- orally;
- written;
- by phone;
- by short message;
- Collective letter;
- E-mail address.

#### **The complaints procedure is implemented at three levels:**

Local level: Local Grievance Management Committee (LGMC) will be established in each district administration (khukumat) to address and resolve complaints in collaboration with Enablers at the local level within 30 days of receiving complaints. The committee will be chaired by Deputy Head of Khukumat and comprising representatives of the department of agriculture and culture& tourism; environmental protection; land administration committee; women/ men of Mahalla committees; and other civil society organizations. One of the members from either of the departments

will function as the Secretary of the committee and serve as local Grievance Focal Point (GFP) to be responsible for maintaining feedback logs. If the issue cannot be resolved at the local level, then it will be escalated to the regional level. Mahalla committee members, community leaders and other civil society organizations will be fully coopted in reaching out to the local communities and individuals and provide intermediation support, in general, and airing grievances, in particular. Regional level: Regional Grievance Management Committee (RGMC) will be established in each region. The RGMC will be chaired by Deputy Governor, and will consist of representatives of the department of agriculture and culture& tourism; environmental protection; land administration committee; regional farmer associations and other civil society organizations. Field Coordinator at the province level will function as the Secretary of the committee and serve as regional Grievance Focal Point (GFP) to file the grievances and appeals. If the issue cannot be resolved at the regional level within 15 days, then it will be escalated to the national level. National level: If there is a situation in which there is no response from the local level GMCs, or the REDP regional coordinators, or if the response is not satisfactory then complainants and feedback providers have the option to contact the REDP PCU directly to follow up on the issue. National Grievance Management Committee (NGMC) will be chaired by the REDP PCU Director, comprising representatives of TDC, MoA, MoC, CEP, Land Administration Committee, and national NGOs. REDP PCU Environmental and Social Development Specialist will function as the Secretary of the committee and serve as national Grievance Focal Point (GFP) to file the grievances and appeals. S/he will be responsible for summarizing the number and types of all the complaints and issues received by the districts and two regions.

According to the current legislation, applicants can firstly apply to the persons responsible for the preparation and transfer of Project documents (Grant Enablers), and then directly to the PIU for consideration of their applications. (A sample is provided in Appendix 1).

#### **Deadline for grievance redress**

All complaints related to the Project will be registered. Complaints will be considered within four weeks, and complaints that do not require additional study and investigation - within fifteen days from the date of registration.

In exceptional cases, as well as in cases provided for by the legislation of the Republic of Tajikistan, the consideration of complaints is extended for a period not exceeding thirty days, of which the applicant is informed within five days.

In case of dissatisfaction with the results of consideration of the appeal or actions (inaction) of the persons considering the appeal, the applicant has the right to apply to a higher authority or court, in accordance with the legislation of the Republic of Tajikistan.

The complainant may also contact the World Bank's Complaint Resolution Service. Information about the grievance redress mechanism is also available on the Project website, Grant Enablers' bulletin boards, information leaflets, brochures.

Lodged complaints are regularly monitored and reviewed by the responsible persons of the PIU.

### **Main directions and grievance redress procedure**

#### **Beneficiaries within the scope and implementation of the Project**

All beneficiaries and the population of the project areas cooperating with the Project can influence the Project implementation process and its results, as well as complain about factors related to the implementation of its programs.

In what cases can beneficiaries and apply?

#### **In following cases:**

- If their rights have been violated during the implementation of the Project;
- The Project implementation has a negative impact on the current social status of households (in the Project implementation area);
- The environmental situation in the project areas are to be disturbed;
- The order of works implementation, as well as the ways of obtaining and using grant funds are unclear and create troubles;
- actions (inactions) of representatives of Grant Enablers in provision of grants under the Project violate the rights and interests of beneficiaries;
- gender equality is not respected in the process of Project implementation;
- there are issues and difficulties related to land use and business development in the field of tourism and agriculture, which the Project has the right to consider;
- women and teenagers are involved in forced labor in the project areas, which hinders their health and education;

It should be noted that complaints are considered only within the framework of the Project. Complaints and appeals of a general nature and beyond the scope of the Project, the consideration of which falls within the competence of other bodies, will not be analyzed and considered by the Project.

## CONTACT DETAILS OF PROJECT REPRESENTATIVES

P\T	Institution/Organization	Location (city/district)	Inclusive area	Responsible person in the project	Contacts
1.	State Institution "Project Management Unit for "Access to Green and Rural Development Finance" under the Ministry of Finance of RT	F.Niyazi str., Ministry of Finance of RT building, Dushanbe	Districts of Khatlon region and GBAO	Muhibai Suhrobkhon	Tel.: +992372210233 Fax:+9923722210233 e-mail: <a href="mailto:grievances@piumof.tj">grievances@piumof.tj</a> <a href="http://www.piumof.tj">www.piumof.tj</a>
2.	JV AFC Agriculture and Finance Consultants GmbH (AFC) and Central Asia International Consulting (CAIConsulting) - Tajikistan	F.Niyazi str., Ministry of Finance of RT building, Dushanbe	Districts of Khatlon region and GBAO	Sebastian Fariniash  Mamadjono v Zafarbek	Tel.: +992904616226 +99293485000 e-mail: <a href="mailto:sebastian.faryniarz@afci.de">sebastian.faryniarz@afci.de</a> <a href="mailto:Zafarbek.Mamadjanov@afci.de">Zafarbek.Mamadjanov@afci.de</a>
3.	PO "Peshsaf"	23/7 Shamsi str., Dushanbe and 29 Vahdat str., Bokhtar (Kokhi Lohuti)	Bokhtar, Kushoniyon, Vakhsh, Khuroson, J. Balkhi, A. Jomi and Levakand	Saidov Mahmud	Tel.: +992778888833 +992935552233 e-mail: <a href="mailto:office@flagman.tj">office@flagman.tj</a>

4.	PO “Rushdi Ustuvori Inson”, “Shifo” и “Bars Consulting”		Dusti, Kubodiyon, Jaihun, Panj, Shahrituz and N. Khusrav	Donaev Ilkhom	Tel.: +992907707686 e-mail: <a href="mailto:office@human-development.tj">office@human-development.tj</a>
5.	PO “Agroservice Consulting”	34/2 S. Aini str., house#9	Yovon, Dangara, Temurmaliq, Balkuvon, Khovaling va shahri Norak	Hasanov Komilkon	Tel.: +992987220021, +992987220028 e-mail: <a href="mailto:agroservis-hl@mail.ru">agroservis-hl@mail.ru</a>
6	PO “Umedbakhsh” va “Ruhafzo”	2 passage 4 Bukhoro str., Dushanbe 28/2 Ismoili Somoni str., house #42, Kulyab	Kulyab, Muminabad, Vose, Hamadoni, Farkhor and Sh. Shokhin	Karimzoda Abdulaziz	Tel.: +992931701212 e-mail: <a href="mailto:umedbakhsh2018@mail.ru">umedbakhsh2018@mail.ru</a>
7	PO “Toji Nurafshon”	г. Душанбе, р-н Шохмансур, ул. Айни д.84 Aini str., Shohmansour dist. Dushanbe and 45 Shotemur str., Khorog, GBAO	Khorog, Vanj, Darvaz, Ishkashim, Murgab, Roshtqala, Rushan and Shugnan regions	Ahmadshoh Ilolov	Tel.: +992938190900, +992775555577 e-mail: <a href="mailto:humaykarimov@gmail.com">humaykarimov@gmail.com</a>

**Work time: 8:00 до 17:00**

**Project website: [redproject.tj](http://redproject.tj), [piumof.tj](http://piumof.tj)**

**Form of complaint**

To \_\_\_\_\_  
(name of institution)

Mr./Mrs. \_\_\_\_\_  
(Full name of the Director of the institution)

From: \_\_\_\_\_  
(Name of the applicant (entrepreneur, farmer, head of local administration))

Address: \_\_\_\_\_  
(address of the applicant)

**Purpose:** \_\_\_\_\_  
(Application, complaint, proposal, request)

Hereby inform you that, I \_\_\_\_\_

\_\_\_\_\_  
(type of activity «farming», «entrepreneurship», etc.)  
\_\_\_\_\_  
\_\_\_\_\_

In the course of my activities \_\_\_\_\_  
(a difficulty has arisen)

\_\_\_\_\_  
\_\_\_\_\_

To overcome the abovementioned difficulties: \_\_\_\_\_

\_\_\_\_\_  
(Suggest.....kindly ask you to..... I complain about....)  
\_\_\_\_\_  
\_\_\_\_\_

Signature of the applicant:

Date:

Tel. no.: