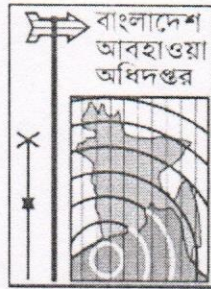


Bangladesh Weather and Climate Services Regional Project (BWCSR)

Grievance Redress Mechanism (GRM) for Component A



Bangladesh Meteorological Department (BMD)

December 2018

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Grievance Redress Mechanism

Project Description

Bangladesh Weather and Climate Services Regional Project (BWCSR), Component-A intends to introduce a complete package of weather forecast to improve accuracy and lead time for weather forecasts and multi-hazard early warning, increased sharing of data and information for extreme regional events, increase in number of end users satisfied by hydro-meteorological services and farmers satisfaction with agro-meteorological services. In Bangladesh, the Bangladesh Meteorological Department (BMD), under the Ministry of Defense (MOD) is the main provider of meteorological services while the Bangladesh Water Development Board (BWDB) under the Ministry of Water Resources (MOWR), is the main provider of water resources information and flood forecasting services. These two agencies provide weather, water and climate services to a range of user sectors. BMD is mandated to provide weather and climate related services. Services provided by it such as routine weather forecasts are directly provided to the general public. Other data and information in the form for instance, of rainfall data used for flood forecasting by BWDB, or severe weather warnings for thunderstorms or cyclones disseminated by the Department of Disaster Management (DDM) or high tide warnings for fishermen, the Department of Fisheries (DOF) and Port Authority are provided by BMD to users that can then use this information to inform affected communities or generate more tailored information and secondary information products for further research and meeting the needs of their own sectors. BWDB's Hydrology Division and Flood Forecasting and Warning Center (FFWC) provides flood forecasts and warnings to the DDM which then disseminates it to District level Disaster Management Committees, media and local communities. Sectors such as aviation, agriculture, disaster risk management, urban water and sanitation authorities, are amongst the range of users that rely on weather and water services provided by these three main agencies BMD, Department of Agricultural Extension (DAE) and BWDB.

At present, the BMD can issue only 24-hour general weather forecasts and does not have the required land, ocean or atmospheric observation network, hardware, software or human resource capacity for issuing accurate short term weather or longer range climate forecasts that can be used at the national level or regional levels. The hydrological network, managed by the Hydrology Division of the BWDB, remains primarily manual with manual data collection, transmission and storage with only limited real time hydrological and flood forecasting. Even though the weather and water dependent agriculture sector that contributes to almost 16 percent of the country's GDP and provides employment to about 45 percent of the people, farmers in Bangladesh do not get any systematic agro-meteorological advisories or bulletins to be able to make appropriate decisions and adjust to weather variability at the farm level.

This project seeks to transform the provision of weather, water, disaster risk and climate information services in Bangladesh by significantly reorienting these institutions – BMD, BWDB and DAE - towards developing and delivering user need based information products and services. BMD will implement component A of this project and this GRM is being prepared for this component.

Project Components, sub-Components and Activities

The project has been described in terms of components and potential subcomponents. The project includes four components: Component A, Component B, Component C, and Component D. Bangladesh Meteorological Department will implement the project components A, Bangladesh Water Development Board will implement component B, and Department of

Agricultural Extension will implement Component C. There is no particular implementing body for the component D yet but if Bangladesh Government prefers to take loan from the WB; BMD, BWDB and DAE can jointly implement Component D. As BMD is responsible to implement component A, thus BMD will be responsible to receive and address any grievances relevant to this component. The potential subcomponents and possible activities under component A is already identified. Main Objectives and benefits of the component A is given below.

Component A: Strengthening Meteorological Information and Services

Sub-Component A1: Strengthening Meteorological Monitoring, Forecasting and Disaster Related Early Warning Systems

Objectives of Sub-component A1	Expected climate products/benefits
<ol style="list-style-type: none"> 1. Modernization of BMD's meteorological observation network over land, air and ocean. 2. Weather forecasting capacity and strengthening public weather and climate services. 3. Modernization will be national including critical habitats such as the Sunderbans. 4. Installation of new Automatic Weather Stations, real time rain gauges with telemetry, upper air soundings and strength marine meteorology. 5. The telecommunication system at BMD and its divisional offices, database management, will be upgraded. 	<ol style="list-style-type: none"> 1. Historical dataset for atmospheric, oceanic and terrestrial observation 2. Gridded/interpolated data, Satellite data, Model data 3. Tailored products for national scale user 4. Basic statistics on climate extremes 5. Spatial patterns of temperature precipitation 6. Advanced climate statistics and graphical products 7. Application products 8. Climate watch products

The project anticipates improving the national weather forecast services to a higher standard.

Sub-Component A2: Institutional Capacity Strengthening, Project Management, Monitoring and Evaluation.

Objectives of Sub-component A2	Expected Benefits
<ol style="list-style-type: none"> 1) Strategic support for enhancing institutional capacity for weather and climate service delivery at the national and divisional levels. 2) It will support strengthening policy and regulatory framework for BMD operations. 3) The capacity strengthening of BMD will be improved through modern equipment, trainings and collaboration with international meteorological institutions. 	<ol style="list-style-type: none"> 1) Right information and data dissemination to different organization 2) Education and training materials will be developed in university level 3) Policies on building human capacities will be developed 4) Regional and International training programs to enhance technical capacities 5) Operating system, networking infrastructure, internet connections, training and education will be improved

Sub-Component A3: Regional Collaboration

This sub-component will support scaling up ongoing mechanisms of co-operation between Bangladesh and South Asia region countries with the objective of developing climate services in Bangladesh. Activities funded by the project include (i) support to scaling up ongoing regional pilot co-operation mechanisms such as Bangladesh's contribution and participation in the South Asia Climate Outlook Forum (SASCOF), (ii) twining arrangements with regional and international hydro-met agencies, (iii) establishment of climate portal for accessing and sharing regional weather and climate information and products, (iv) support to scaling up SAARC- Severe Thunderstorm Observation and Regional Modeling (STORM) program.

Objectives of Sub-component A3	Expected Benefits
1) Increase the regional collaboration 2) Regional data exchange	1. Understanding of regional climate system 2. Better prediction and projection skills 3. Understanding and communicating uncertainty in climate prediction

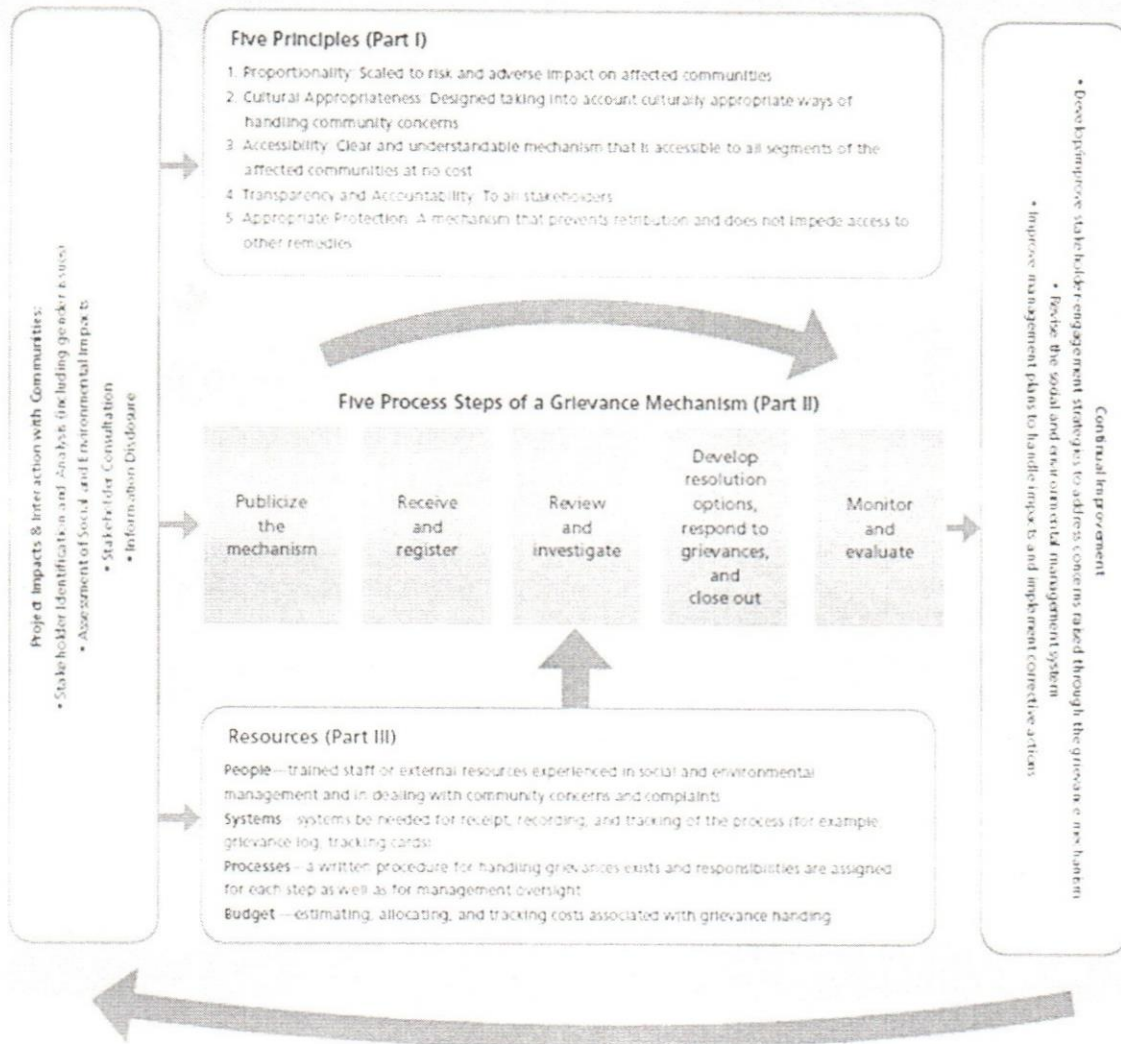
Grievance mechanism and accountability

The World Bank will require the BMD to provide a grievance mechanism, process, or procedure to receive and facilitate resolution of concerns and grievances of project-affected parties (AP) arising in connection with the project, in particular about the BMD's environmental and social performance. The grievance mechanism will be proportionate to the risks and impacts of the project.

Project-affected parties may submit complaints regarding project to the project grievance mechanism, appropriate local grievance mechanism, or the World Bank's corporate Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. After bringing their concerns directly to the World Bank's attention and giving Bank Management a reasonable opportunity to respond, project-affected parties may submit their complaint to the World Bank's independent Inspection Panel to request an inspection to determine whether harm has occurred as a direct result of World Bank noncompliance with its policies and procedures.

Grievance Redress Mechanism

Grievances are issues, concerns, problems, or claims (perceived or actual) that individuals or community groups want to address and be resolved by the Project. The grievance mechanism is a locally based, project-specific extra-legal way to deal with and resolve complaints and grievances faster and thus enhance project performance standards in terms of social and resettlement management.



Grievance Redress Committee (GRC)

A two-tier bottom up GRC system will be established in this Project. First, there will be GRCs at the local level, hereafter called Local GRC (union/municipality/Upazilla level); and second, GRC at the project level to give room for grievances to be fairly reviewed. These GRCs will be established through gazette notifications. The APs will be informed through public consultation that they have a right to have their grievances redressed by the local committees as well as by the project management. If (Resettlement Action Plan) RAP is prepared for the project, APs can also call upon the support of the implementing NGO (INGO) engaged (if engaged) to implement the RAP to assist them in presenting their grievances or queries to the GRC. Other than disputes relating to ownership right under the court of law, the GRC will review grievances involving all resettlement assistance, relocation and other support. If there is indirect impact due to the project intervention, stakeholders will be able to raise grievances to BMD directly or through local GRC. There will be one GRC at local level by the project to make it accessible to affected people both in terms of distance and time.

The local GRCs will hear the grievances first. Only unresolved cases will be forwarded to the next tier – Project level GRC for further review and resolution. Grievances will be redressed within a

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nonth (maximum) from the date of lodging the complaints. GRC decisions will be on a majority basis and will be disclosed and available for review by the stakeholders. If any disputant is unhappy or unsatisfied with the outcome of the Project level GRC, S/he may file cases in the court.

GRCs at the union/municipality/Upazilla level (community/local level) will be formed with representatives from nearest local office of BMD, safeguard focal point of PIU, local elected representatives from the Local Government Institutions (LGI), representatives of the affected persons (preferably women representative in case of women APs), and RAP Implementing Agency (IA) if any. The Project-Level GRC will review all unresolved cases forwarded to by Local GRCs. It will be headed by the Project Director (PD). The Project-level GRC with representation of senior elected Upazila official and civil society member will further establish fairness and transparency in the resolution of disputes or grievances. PD may involve safeguard specialist from PCU during the GRC meeting. In specific cases, Project-level GRC may seek legal advice from the Legal Advisor or any external legal advisor, if required.

Safeguard specialist (environmental and social) will play the role of Local Focal Point of GRC. The main responsibilities of the local focal point are given below:

1. Receipt of Grievance and record it with the website.
2. S/he will try to solve the grievance on spot. If it is not possible a tentative hearing date will be disclosed.
3. Based on the gravity of the grievance, hearing will be either at local level or at the office of PIU.
4. All the updated process and results will be disclosed to the project website.

Convener/chair of the GRC is responsible to handle the grievances in a timely manners. S/he will keep liaison with the other members of the committee.

Implementation procedure

The information and facilitation counter is designated as Focal Point for receiving the grievances/complaints from the citizens who are adversely affected due to the implementation of the project and its services. Any stakeholders can raise grievances directly to the websites, over phone or through mail. The Focal Point is responsible for receiving the grievances, issuing the acknowledgement receipt simultaneously and maintains the record in the format as Particulars of Citizen/Client, Particulars of the Grievance, Date of Receipt, Name, Address, Landline/Mobile/Email, Whether Acknowledgement given at the time of receipt, Subject of the grievance, Brief description, Date of Acknowledgement. The following formats will be used:

Sl. No.	Date and description of Grievance	Grievance prone areas identified	Root cause Identified	Action Required to Improve System	Planned date and Authority Responsible for Taking Action	Action Taken date

Communication to complainant

At the time of acknowledgement, the complainant needs to be provided with the following information:

- Grievance tracking number to facilitate monitoring and reminders by the plaintiff.
- Expected time of redress (Prescribed maximum time limit for completion of redress is 30 days).
- If not addressed within expected time, what actions can be taken by the complainant. The complainant can track his or her complaint in the website of the project if it is submitted online. If otherwise like any complaint is submitted through a prescribed form of Complaint/ Grievance Submission Form in offline or postal in that case s/he will be given a tracking number for that particular complaint. By that track number s/he will have access to know the status of complaint through visiting the Project website at the GRM section.
- If the grievance is not redressed within the expected time, the complainant should be provided with the following information from the Focal Point:
 - a. Information on reasons for delay
 - b. Updated expected time of redress
 - c. If not addressed within expected time, actions can be taken by the complainant.

Again at the time of final redress, the complainant will be provided with the following information from the Grievance Redress Focal Point:

- a. Action taken for redress
- b. If not satisfied with the redress action, avenues for pursuing the matter further

Analysis and Prevention

A certain number of grievance complaints will be analyzed, why they are receiving particular types of grievances more frequently than others. Such grievance prone areas need to be identified and analyzed for bringing about necessary changes proactively. A Review Meeting will be held quarterly gathering certain number of complaints with a view to reevaluate the given decision. Member/s of the GRC can make sudden visit with randomly selected cases for on the spot checking and evaluating the resolved or redressed issues or any case that the complainant has dissatisfaction.

Furthermore, this project is also covered by the World Bank Grievance Redress Services as this project is financed by World Bank. Therefore communities and individuals who believe that they are adversely affected by a World Bank(WB) supported project, may submit complaints to existing project-level grievance mechanisms or the WB's Grievance Redress Services(GRS). For information on how to submit complaints to the World Bank's corporate Grievance Redress Services (GRS) please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-services>. For information on how to submit complaints to the World Bank inspection Panel, please visit www.inspectionpanel.org

Finally, Grievance Redress Mechanisms (GRMs) are organizational systems. National government or Non-Governmental agencies develop this mechanism with adequate resources to receive and address concerns about the impact of their policies, programs and operations on external stakeholders. GRMs act as recourse for situations in which, despite proactive stakeholder engagement, some stakeholders have a concern about a project or program's potential impacts on them. GRMs are intended to complement, not replace, formal legal channels for managing

grievances. These mechanisms are not intended to replace the judiciary or other forms of legal recourse. This GRC also be recognized that not all complaints can be handled through a GRM. For instance, grievances that allege corruption, and/or major and systematic violations of rights are normally referred to administrative or judicial bodies for formal investigation, rather than to GRM for collaborative problem solving.

GRM Documentation and Monitoring

To ensure impartiality and transparency, hearings on complaints at the GRC level will remain open to the public. The GRC will record the details of the complaints and their resolution in a register, including intake details, resolution process, and the closing procedures. PCU consultant will maintain the following three GRM Books:

Opening Book: (1) Case no., (2) Date and channel of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

Resolution Book: (1) Serial no., (2) Case no.,(3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

Closing Book: (1) Serial no. (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

Grievance resolution will be a continuous process during subproject implementation. The GRC and PCU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review. The GRC will also prepare periodic reports on the grievance resolution process and publish these on their websites. PCU will consolidate reports from the GRCs on GRM and post in their website. A grievance Redress flowchart is given below for the titleholders.

Grievance Redress Mechanism Flowchart:

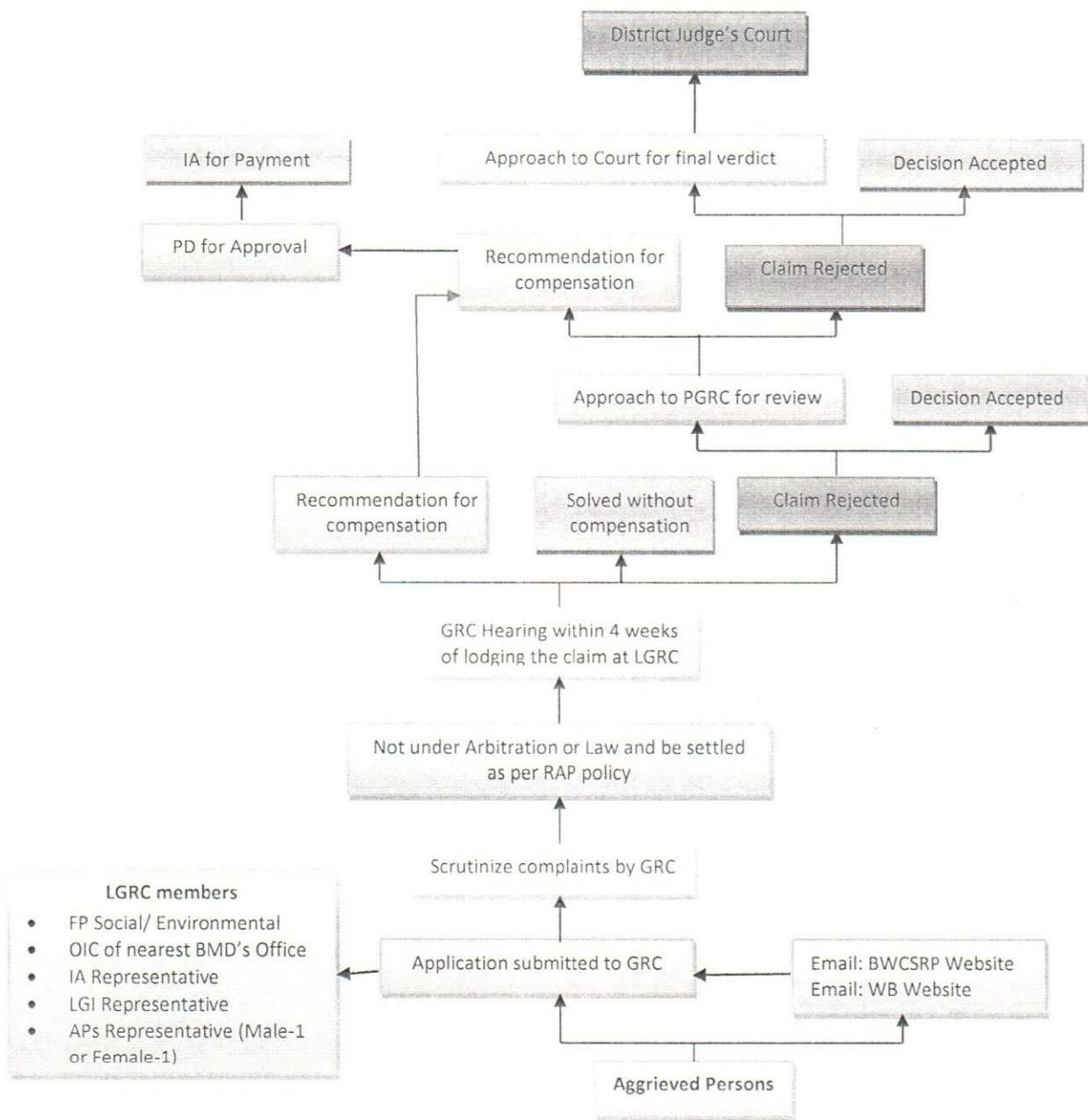


Figure: Grievance Redress Mechanism Flowchart

For convenient of the stakeholder's available contact and options for communication and access to GRM are given below:

1. Land Phone: +88(02)-9114035
2. Website: www.bmd.gov.bd
3. Email: hasanat2001@yahoo.com
4. PIU Address: Bangladesh Weather and Climate Services Regional Project (BWCSR), Component-A
Bangladesh Meteorological Department
Meteorological Complex, E-24, Agargaon, Dhaka-1207