



# MIMIP Grievance Redress Mechanism

Project Steering Committee  
Orientation, April 2022



# Purpose of Session

REPUBLIC OF THE MARSHALL ISLANDS  
MARSHALL ISLANDS MARITIME INVESTMENT  
PROJECT



**HOW TO GET INFORMATION OR RAISE A  
CONCERN ABOUT THE MARSHALL  
ISLANDS MARITIME INVESTMENT  
PROJECT**

Grievance Redress Mechanism

**UPDATED: June 2021 (Version E)**

Prepared by  
RMI Ministry of Finance

**Task: Provide GRM Awareness Raising Training  
for Project Steering Committee Members in  
line with the Project ESMF and World Bank  
- GRMI Finance Agreement**

- i. Review the purpose and operation of the MIMIP Grievance Redress Mechanism (GRM) and make revisions as needed
- ii. Familiarize PSC members with the procedures to be used in the event of allegations related to gender-based violence (GBV), sexual exploitation, abuse or harassment (SEA/SH), violence against children (VAC) and Human Trafficking (HT)

# Overview

- What is a GRM?
- Importance of Prevention
- Purpose of MIMIP GRM
- Key Points about the MIMIP GRM
- Grievance Redress Process for MIMIP
- Survivor-Centered Approach
- Step-by-Step Process for Responding to GBV Complaints
- How to Make a Complaint
- GRM Disclosure
- Online Complaints Form



# What is a GRM?

## Grievance or complaint:

A report from a community or individual who believes that they are adversely affected by a World Bank-supported project.

## Grievance and redress mechanism (GRM):

A process for receiving, evaluating, and addressing project-related queries and grievances from affected communities or stakeholders at the level of the community or project, region, or country.



# Importance of Prevention



The MIMIP strives to prevent concerns from arising by:

- *providing clear, proactive communication in accessible formats about the project*
- *establishing proper safety procedures*
- *providing staff training with clear directions about who to contact for information questions*
- *ensuring all project personnel and contractors adhere to a strict “Code of Conduct” with clear consequences for violations*

# Purpose of the MIMIP GRM

The purpose of the MIMIP GRM is to ensure that:

- ✓ the basic rights and interests of everyone affected by the Project are protected,
- ✓ any concerns about the Project during predesign, design, construction and post- construction phases are addressed in a fair, timely and effective manner,
- ✓ all complaints about the behavior or attitude about Project staff, consultants, contractors and implementing agencies are fully investigated and addressed, and
- ✓ the Project adjusts and makes improvements in response to people's concerns and feedback aimed at preventing any further issues.



# Key points about the MIMIP GRM

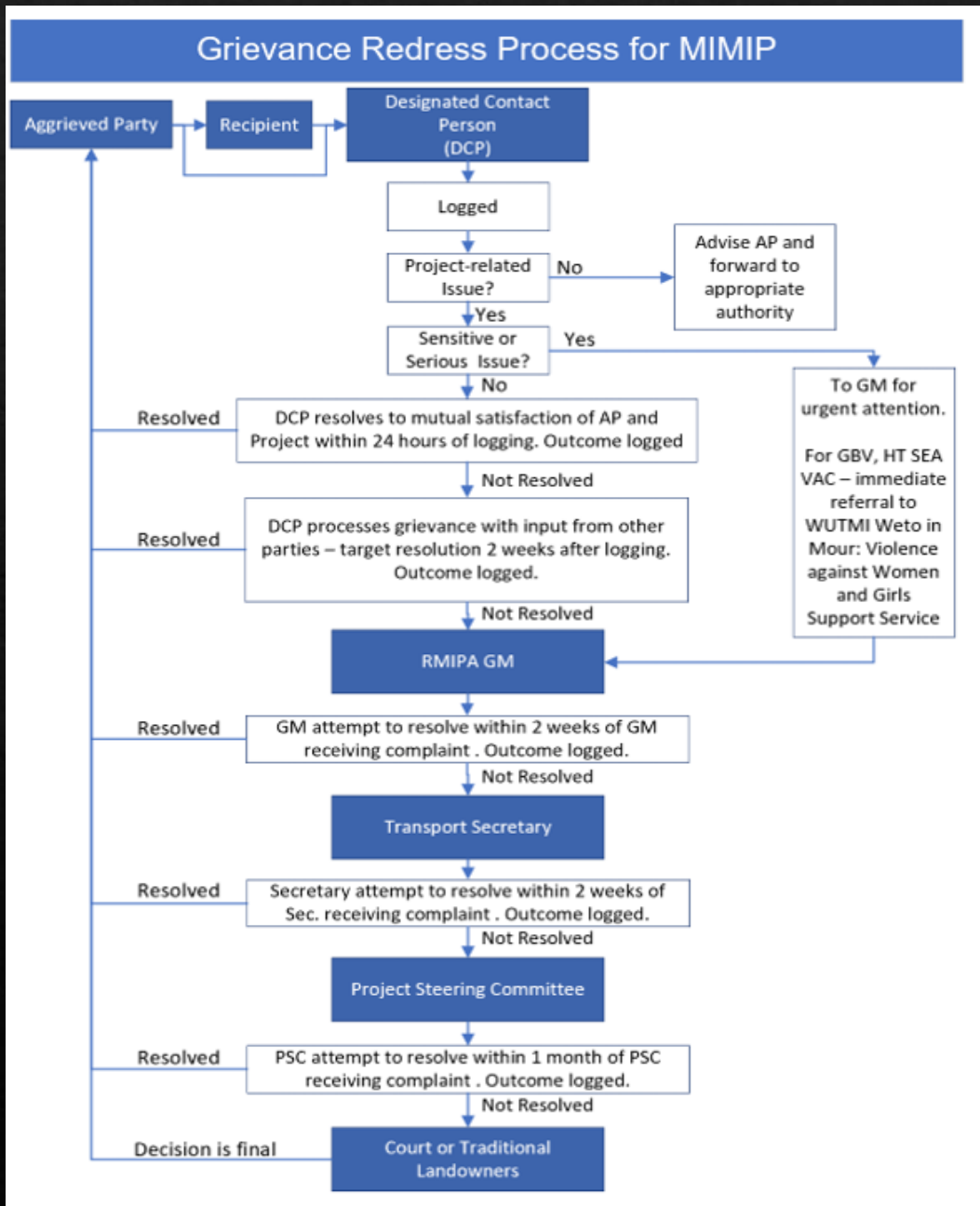
- ✓ The intent of the GRM is to solve problems as quickly and as fairly as possible. This needs to be done in accord with existing systems and processes where other agencies are involved.
- ✓ The MIMIP GRM is *not* a substitute for legal proceedings and does *not* remove people's right to take their grievance to a formal dispute-resolution mechanism.
- ✓ The MIMIP GRM only deals with Project-related matters; other issues are referred to the appropriate authority.
- ✓ The MIMIP GRM can be used by an individual or by a group of people who have a concern or complaint about any aspect of the Project including social, cultural, environmental, land, livelihoods, health, safety, factors.
- ✓ Grievances can be raised in an open and public manner, or anonymously and in confidence; the identity of people who make a complaint is kept confidential.
- ✓ There are different kinds of issues that require different kinds of responses, including "serious or sensitive" matters.



# Key points about the MIMIP GRM (continued)

- ✓ The person in charge of making sure the Project GRM process operates effectively is called the “Designated Contact Person” (DCP). For MIMIP, the Project Manager is the DCP.
- ✓ The DCP stays involved until the matter is resolved and is the main point of contact for the complaint. During project works, the Construction Site Supervisor (CSS) can serve as the DCP until the matter is resolved or transferred to the Project Manager.
- ✓ For concerns or complaints related to Project Components and Sub-Components not implemented by the RMIPA, the following Implementing Agencies will delegate the person/position responsible to lead the GRM process:
- ✓ **Sub-Component 2.4 (e) (*Trafficking*) the Ministry of Justice (MoJ) is the IA: the DCP is ??, Attorney General.**
- ✓ **Sub-Component 3.3 (*Registries Assessment & Options Analysis*) is implemented by the Ministry of Finance (MoF): the DCP is Malie Tarbwillin, Assistant Secretary DIDA.**
- ✓ **Sub-Component 3.7 (*Support to the Central Implementing Unit - CIU*) is implemented by the Ministry of Finance: the DCP is Malie Tarbwillin, Assistant Secretary DIDA, and**
- ✓ **Component 4 (*CERC*) is implemented by the National Disaster Management Office (NDMO): the DCP is Timothy Langrine, Director of the NDMO.**





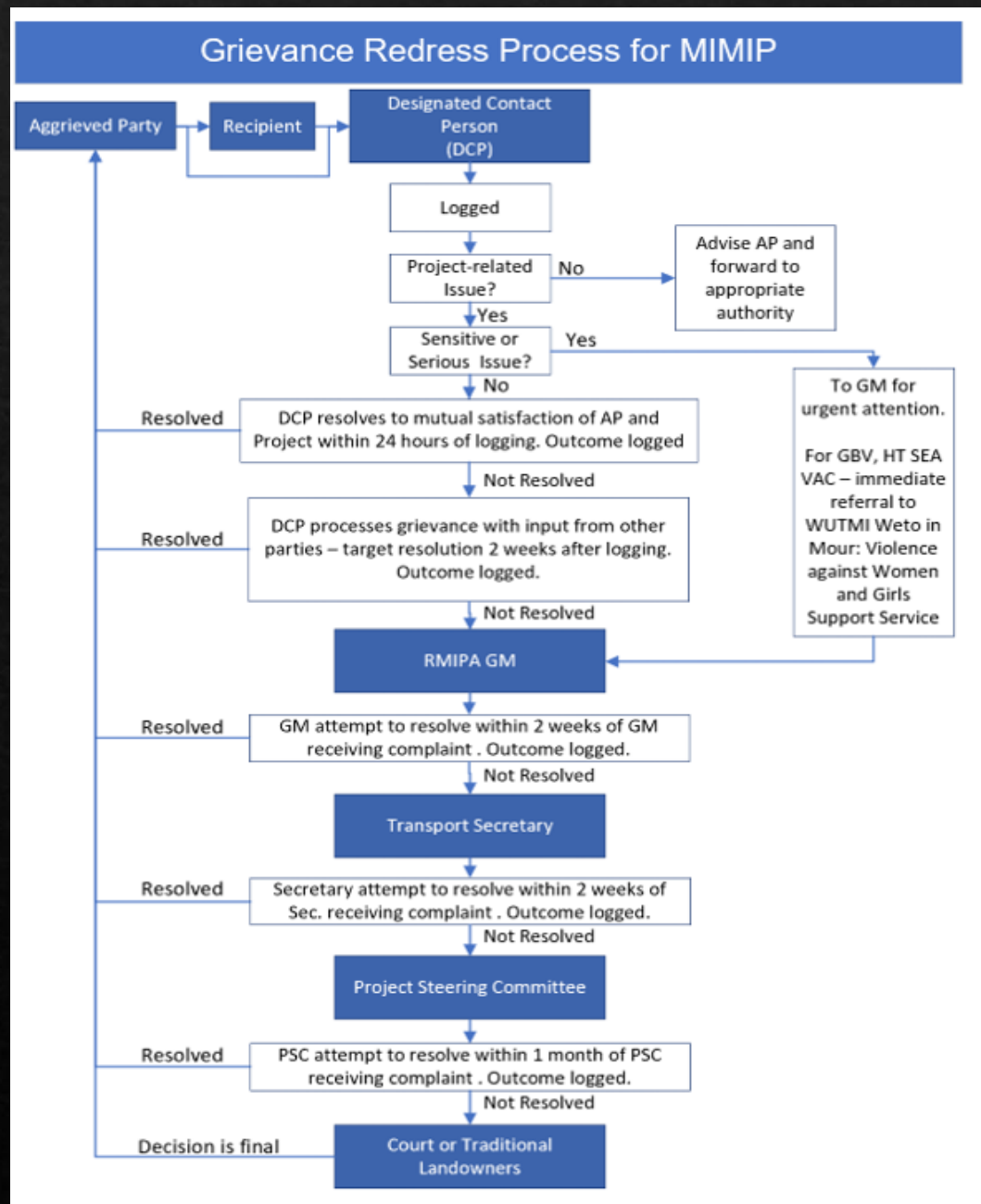
## Step-by-Step Process

**Step 1:** Begins when the “Aggrieved Party” (AP) raises a concern. The person who receives the complaint is called the “Recipient”. The Recipient is required to pass the information to the DCP or the CSS within 12 hours of receipt, using the MIMIP Grievance Form.

**Step 2:** After receiving the complaint, the DCP documents the concern in the MIMIP Complaints Register.

**Step 3:** The DCP determines if the concern is related to the Project, and if it is, an investigation begins immediately. If the matter is not related to MIMIP, the AP is referred to the appropriate authority to resolve the issue and the matter is closed on the MIMIP Complaints Registry.

**Step 4:** The DCP determines if the complaint relates to a serious or sensitive matter. If it does, the DCP immediately refers the matter to the General Manager (GM) of RMIPA for further investigation and resolution. The DCP also notifies DIDA and the World Bank.



**“Serious or sensitive matters” refer to issues involving potential criminal activity, political interference, conflicts of interest, corruption, land claims, gender-based violence, and human trafficking.**

**In the case of potential criminal activity, it is important that the Project GRM process does not impede investigation by the appropriate authorities. In situations involving land disputes or claims, the matter will be referred to the Traditional Court.**

**If the concern is related to GBV, SEAH, or VAC, the Project will first seek to ensure that the victim is safe and has access to support services. A referral can also be made to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service* and/or other authorities.**



- ◆ In addition to following this process, all concerns related to GBV, SEAH, and VAC need to be addressed using a “Survivor-Centered Approach.”



The survivor-centered approach aims to create a supportive environment in which the survivor's rights are respected and in which she is treated with dignity and respect. The approach helps to promote the survivor's recovery and her ability to identify and express needs and wishes, as well as to reinforce her capacity to make decisions about possible interventions.

UN Women

# The Survivor-Centered Approach

- The rights, needs, and wishes of the survivor (or victim) is the foremost priority of everyone involved with the project.
- The survivor has a right to:
  - be treated with dignity and respect instead of being exposed to victim-blaming attitudes.
  - choose the course of action in dealing with the violence instead of feeling powerless.
  - privacy and confidentiality instead of exposure.
  - non-discrimination instead of discrimination based on gender, age, race/ ethnicity, ability, sexual orientation, HIV status or any other characteristic.
  - receive comprehensive information to help her make her own decision instead of being told what to do.
- The safety of the survivor shall always be ensured. Potential risks to the survivor will be identified and action taken to ensure the survivor's safety and to prevent further harm, including ensuring that the alleged perpetrator does not have contact with the survivor. If the survivor is an employee, reasonable adjustments may be made to the survivor's work schedule and work environment to ensure their safety.
- All actions should reflect the choices of the survivor.
- All information related to the case must be kept confidential and identities must be protected. Only those who have a role in the response to an allegation should receive case-level information, and then only for a clearly stated purpose and with the survivor's consent.
- The survivor must provide informed consent to progress with each stage of the complaints process. Survivors may withdraw their consent at any time during the process.
- The MIMIP GRM will not participate in community or customary dispute resolution processes or pay compensation to the survivor or anyone else (i.e., their relatives or community) as in most cases these processes do not uphold the survivors' rights.

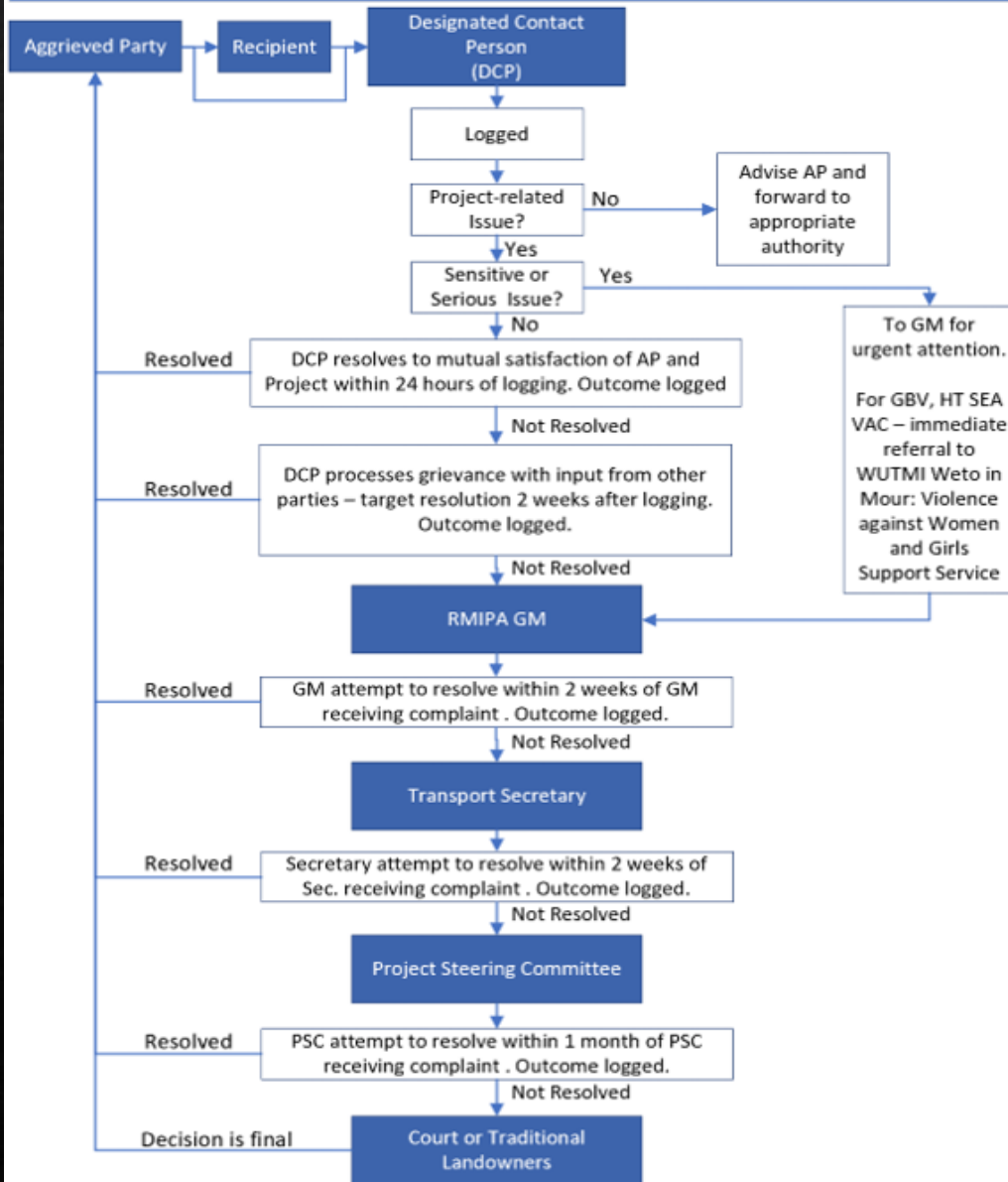


# Step-by-Step Process for Responding to GBV Complaints

## ◆ Procedure for responding to GBV Complaints

- ◆ All grievances related to a complaint of GBV, including but not limited to sexual exploitation, abuse, harassment, domestic violence, or human trafficking need to be managed confidentially through the following process:
- 1. The MIMIP will act on all complaints of GBV, including SEAH, VAC, and HT, which are perpetrated by a project worker or workers in relation to their employment on the Project. When there are cases of GBV that are outside this scope, the victim will be referred to support services, but the MIMIP GRM will not investigate these complaints.
- 2. When a complaint of GBV is received, the person receiving the complaint will complete Form C and notify the MIMIP Project Manager. The MIMIP Project Manager will:
  - Document the complaint confidentially using Form B (page 19).
  - Refer the victim to WUTMI – WIM and other support services as requested, and record on Form B.
  - Explain the complaint process to the survivor / victim and gain their consent to continue the process, and record on Form D.
  - If the victim chooses to proceed, the MIMIP Manager will review the complaint to determine if a Project worker or workers were involved. In making this determination, the Project Manager will:
    - Investigate the complaint to determine what action can be taken.
    - Take disciplinary measures against the alleged perpetrator(s).
  - Throughout this process, the MIMIP Manager will continue to communicate with the victim to inform them of progress in the investigation and ensure the victim consents to each stage in the complaint resolution process. Form D should be completed by the victim to indicate the preferred method of communication with the Project Manager throughout the investigation.

## Grievance Redress Process for MIMIP



## Step-by-Step Process (continued)

- **Step 4:** After determining the grievance is Project-related but is not of a serious or sensitive nature, the DCP will attempt to resolve the concern to everyone's satisfaction within 24 hours, or within 2 weeks if consultation with other parties is required. If resolution cannot be achieved, the DCP will refer the matter to the GM of RMIPA for further investigation.
- **Steps 5-6:** The GM of the RMIPA will attempt to resolve the concern within 2 weeks and if this is not achieved, the situation will be referred to the Secretary, Ministry of Transportation and Communications, who will also attempt to resolve the matter within 2 weeks.
- **Steps 7:** If resolution has still not occurred following attempts by the RMIPA General Manager and the Ministry of Transport Secretary, **the Project Steering Committee will have 1 month to resolve the matter.**
- **Step 8:** If the issue remains unresolved or the complainant is dissatisfied with the outcome proposed by the Project Steering Committee, the Aggrieved Person may refer the matter to the appropriate legal or judicial authority. The decision of the Court will be final.



## 5. How to Make a Compliant

For further information about the MIMIP or to raise a concern or make a compliant about the Project, please get in touch with any of the following people in person, by phone, mail or by email using this contact information:

### In Person:

**Majuro:** Mr. Grant Bilyard, MIMIP Project Manager  
RMIPA Building, Level 2, Delap, Majuro 96960  
or  
Ms. Jessica Zebedee, Government of RMI (CIU) Safeguards Officer  
Uliga, Majuro

**Ebeye:** Ms. Yumiko Crisostomo, Government of RMI (CIU) Safeguards Officer  
Finance Office, Kalgov Building, Ebeye

**Arno, Jaluit and Wotje:** To be provided. *If the concern is related to violence or abuse, please contact your local WUTMI representative*

### By Phone:

MIMIP Project Manager:	Mr. Grant Bilyard	(692) 455 1842
		(692) 625 7613 / 8269
DIDA Safeguards Officer:	Ms. Jessica Zebedee	(692) 456 5233 / 625 5968
DIDA Safeguards Officer:	Ms. Yumiko Crisostomo	(692) 329 8011
<b>WUTMI (if concern is related to violence or abuse)</b>		(692) 625-6687
RMIPA General Manager:	Mr. James Bing II	(692) 625 7613 / 8269
DIDA Safeguards Advisor:	Ms. Colleen Peacock (Fiji)	(679) 999 4060

### By Email:

MIMIP Project Manager:	Mr. Grant Bilyard	<a href="mailto:grant.bilyard1@gmail.com">grant.bilyard1@gmail.com</a>
DIDA Safeguards Officer:	Ms. Jessica Zebedee	<a href="mailto:jess.zebedee@gmail.com">jess.zebedee@gmail.com</a>
DIDA Safeguards Officer:	Ms. Yumiko Crisostomo	<a href="mailto:mikefamilystore@gmail.com">mikefamilystore@gmail.com</a>
<b>WUTMI-WIM (if concern is related to violence or abuse)</b>		<a href="mailto:wetoinmour@wutmi.com">wetoinmour@wutmi.com</a>
DIDA Safeguards Advisors:	Mr. Garry Venus or Ms. Colleen Peacock	<a href="mailto:gazza700@gmail.com">gazza700@gmail.com</a> <a href="mailto:colleen@tautai.com">colleen@tautai.com</a>
RMIPA General Manager:	Mr. James Bing II	<a href="mailto:rmipadirector@gmail.com">rmipadirector@gmail.com</a>

### By Mail:

Project Manager, RMIPA, P.O. Box 109, Amata Kabua Blvd. Marshall Islands 96960  
or  
Safeguards Officer, DIDA, P.O. Box D Majuro, Marshall Islands 96960

Source:

## HOW TO GET INFORMATION OR RAISE A CONCERN ABOUT THE MARSHALL ISLANDS MARITIME INVESTMENT PROJECT

### Grievance Redress Mechanism

(Version E)



<https://www.ciudidasafeguards.com/>

# GRM Disclosure



<https://www.ciuidasafeguards.com/>

## RMI WORLD BANK PORTFOLIO ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

[HOME](#) [RECRUITMENT](#) [MIMIP](#) [PREP II](#) [ECD and ECD-II](#) [SEDeP](#) [COVID-19 Project](#) [RMI URP](#) [CIU SG](#) [CONTACT US](#)

### Marshall Islands Maritime Investment Project MIMIP

[Complaints](#) [Safeguards Instruments](#) [Contact Project](#) [Stakeholder Record Form](#)

The purpose of the Marshall Islands Maritime Investment Project (MIMIP) is to improve sea transportation services in the Marshall Islands so that it is more efficient, reliable, and affordable which will lead to economic and social benefits.

The Project includes a series of activities aimed at improving maritime infrastructure (docks) and services for better safety and security. The MIMIP will undertake work in various locations throughout RMI including Arno, Ebeye, Jaluit, Majuro (Delap and Uliga) and Wotje. The Project will also be conducting research and carrying out activities to address environmental and social factors associated with maritime investment and strengthening the capacity of port governance and management.

The MIMIP is being funded by the World Bank and the RMI government and the implementing agencies include the Marshall Islands Port Authority, the Ministry of Finance, the Ministry of Justice and the National Disaster Management Office. The MIMIP is being implemented over a five-year period, 2019 - 2024.

#### Other Contact Details

Project Manger: Grant Bilyard  
Address: RMIPA Building, Delap  
Phone: (692) 625 7613 / 8269



# Online complaints form

## COMPLAINTS OR GRIEVANCES

### MIMIP

Raise a concern, complaint or grievance about the MIMIP Project using contact details on this page. Other methods are set out in the [MIMIP GRM Document](#). Anyone with queries or concerns about the MIMIP Project is encouraged to get in touch. .



#### Address

Project Manager, RMIPA, P.O. Box 109, Amata Kabua Blvd. Marshall Islands 96960

or

Safeguards Officer, DIDA, P.O. Box D Majuro, Marshall Islands 96960



#### Phone

MIMIP Project Manager: Mr. Grant Bilyard (592) 625 7613 / 8269

DIDA Safeguards Officer: Ms. Jessica Zebedee (692) 625 5968

DIDA Ebeye: Ms. Yumiko Crisostomo (692) 329 8011

**WUTMI (if concern is related to violence or abuse) (692) 625-6687**

RMIPA General Manager: (692) 625 7613 / 8269

DIDA Safeguards Advisor: Ms. Colleen Peacock (Fiji) (679) 999 4060



#### Email

MIMIP Project Manager: Mr. Grant Bilyard [grant.bilyard1@gmail.com](mailto:grant.bilyard1@gmail.com)

DIDA Safeguards Officer: Ms. Jessica Zebedee [jessa.zebedee@gmail.com](mailto:jessa.zebedee@gmail.com)

DIDA Ebeye: Ms. Yumiko Crisostomo [mikefamilystore@gmail.com](mailto:mikefamilystore@gmail.com)

**WUTMI-WIM (if concern is related to violence or abuse) [wetoinmour@wutmi.com](mailto:wetoinmour@wutmi.com)**

DIDA Safeguards Advisor: Ms. Colleen Peacock [colleen@tautai.com](mailto:colleen@tautai.com)

RMIPA General Manager: [rmipadirector@gmail.com](mailto:rmipadirector@gmail.com)


First Name

Last Name

Email \*

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Questions, Comments, Suggestions?

Many thanks!