

Module

Grievance Redress Mechanisms for Infrastructure Projects

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Outline

- Nature of Roads Project
- Nature of difficulties, complaints and solutions
- Stakeholders; interest groups
- What is lacking at grassroots level
- What makes a GRM efficient and sustainable?

Nature of Roads Projects

- Linear – Many provinces, districts, communities
- Thousands of households affected
- Environment and social impacts – many years
- Effective consultations difficult with APs
- Outputs of consultations – Can they fed into design?
- Resettlement sites – quality and host's views
- Regional impacts – Delays affect economic growth

Difficulties and Complaints

- Large deviations from original survey results
- Inaccurate LA plans/litigation
- Insufficient funds/officials
- No incorporation of social inputs in alignment design
- No concern on indirect impacts; unidentified units
- Poor/weak consultation with affected people
- Acquisition land under emergency laws

Stakeholders and Interest Groups

- Affected persons and communities
- Surveyors, DOs, Environmental Authorities
- Contractors, suppliers, engineers, labor gangs
- NGOs, CBOs, activists, politicians

What is Lacking at Grassroots Level?

- Project information— right to know; right to be informed
- Institutional memory - Facilitators/Catalysts
- Transparency, access, legitimacy
- Sympathy and willingness to listen
- Fair treatment for all
- Acquisition-oriented; not entitlement-oriented

Efficient and Sustainable GRM

Pre-requisites

- Information about project, EIA, RP, cabinet papers
- GRM operational before project starts
- Constitution of GRM – represents all stakeholders
- A way to screen complaints
- A strategy to collect AP views on project improvement
- Facilitators/catalysts
- Combination with existing legal remedies
- Balance between environment and social issues
- Openness, transparency, documentation
- Part of the project - links with authorities/consultants