

## Philippine Rural Development Project Social and Environmental Safeguards

### GRIEVANCE OFFICER

#### TERMS OF REFERENCE

The **Grievance Officer** will ensure the smooth and efficient implementation of the Grievance Redress Mechanism (GRM) and effective resolution of grievance of the project. GRM is an integral project management element that intends to seek feedback from beneficiaries and resolve of complaints on project activities and performance.

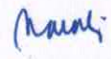
The Grievance Officer shall ensure that the main objectives of the mechanism will be implemented such as: (i) the public within the project influence are aware of their rights to access, and shall have access to, the mechanism free of administrative and legal charges; (ii) that these rights and interests are protected from poor project performance, especially of beneficiaries and/or affected persons; and (iii) concerns arising from project performance in all phases are addressed effectively. Specifically, the Grievance Officer shall perform the following duties and functions:

1. Ensure effective installation and implementation of Grievance Redress Mechanism Framework and processes at municipal, provincial, regional, and cluster levels;
2. Serve as advisor to other regional Safeguards Officers to ensure alignment among all project components on safeguard related issues;
3. Receive and conducts initial screening on the feedbacks and complaints through different uptake channels;
4. Identify the appropriate level of grievance that it can be addressed/resolved and Initiate resolution process by endorsing the grievance to concerned Unit or Organize preliminary meetings with concerned parties;
5. Acknowledge receipt of grievance and specify outline of process of grievance resolution including the timeline;
6. Organize a team concerning the complaint to validate and evaluate the concerns as necessary;
7. Provide feedback to the user/complainant informing on the status/progress of grievance resolution process and outcome of the resolution process. As well as, options where to appeal in case the complainant/GRM user is not satisfied with the outcome of the resolution process;
8. Maintain a registry of feedbacks and grievances and review status of the complaints being redressed and its periodic intervals;
9. Prepare and submit timely and regular progress reports indicating status of full compliance with grievance redress mechanism framework/policy;
10. Perform other tasks as Unit Head, Project Director/Deputy Project Director may assign.

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