

**REPUBLIC OF TURKEY
MINISTRY OF ENVIRONMENT, AND URBANIZATION
AND CLIMATE CHANGE**

**ENERGY EFFICIENCY
IN
PUBLIC BUILDINGS PROJECT (EEPBP)**

**STANDARD OPERATING PROCEDURE
FOR
GRIEVANCE REDRESS MECHANISM (GRM)**

MARCH 2022

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ABBREVIATIONS

CİMER	Presidency's Communication Center
E&S	Environmental and Social
EEPB	Energy Efficiency in Public Buildings Project
EIDGDoCA	External Investments Department General Directorate of Construction Affairs
ESMP	Environmental and Social Management Plan
GDCA	Directorate General of Construction Affairs
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
KABEV	Kamu Binalarında Enerji Verimliliği Projesi
KPI	Key Performance Indicator
MoEUCCC	Ministry of Environment, Urbanization and Climate Change
NGO	Non-Governmental Organizations
PDoMoEUCC	Provincial Directorate of Ministry of Environment, Urbanization and Climate Change
PIU	Project Implementation Unit
POM	Project Operational Manual
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SOP	Standard Operating Procedure
WB	World Bank

1. Introduction

The Grievance Redress Mechanism (GRM) is a process that enables any stakeholder to submit a complaint or a suggestion about how the project is being planned, constructed or implemented.

The main objective of a GRM is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation, which forms an integral part of the more detailed community consultations that will pave the way for corrective action, as well as builds stakeholder engagement and ownership of the project. Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Supports accessibility, anonymity, confidentiality and transparency in handling complaints and grievances; and
- Reduces the need to resort to judicial proceedings.

The operational flow of Grievance Redress Mechanism for the stakeholders is given in Figure 1.

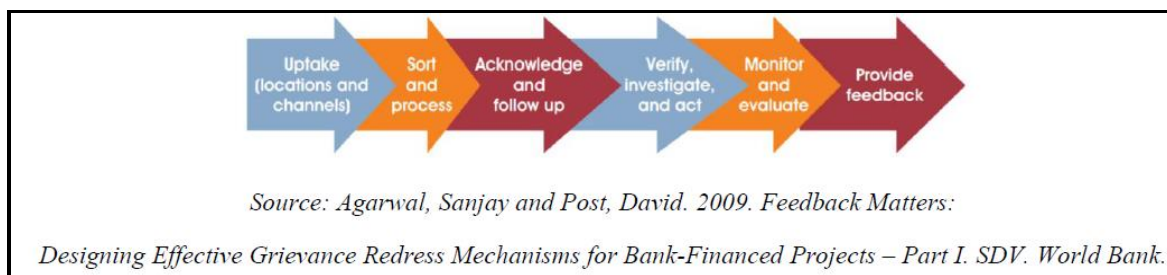


Figure 1. Operational Flow of GRM

The overall process for the GRM usually is described in detail in the Project Operational Manual (POM) and is comprised of 6 steps: (1) uptake; (2) sorting and processing; (3) acknowledgment and follow up; (4) verification, investigation and action; (5) monitoring and evaluation; and (6) feedback.

2. Purpose

The GRM can be used to enable the stakeholders to raise their any type of requests (complaints, compliments, feedback, inquires for information, etc.) related to the overall management and implementation of the project, as well as issues pertaining to services that are being financed and supported by the project, including:

- mismanagement, misuse of Project Funds or corrupt practices,
- violation of project policies, guidelines, or procedures, abuse or any misbehavior/misconduct [including sexual exploitation and abuse/sexual harassment (SEA/SH)]¹ in workplace),

¹ Measures to be taken in the context of the consent of the survivor in the future complaints on sensitive issues such as this will be carried out on the basis of the principle of confidentiality and by putting the safety of the survivor at the center.

- disputes relating to resource use restrictions that may arise between or among affected communities, and
- grievances that may arise from members of communities who are dissatisfied with the project activities, or actual implementation of the project.

General feedback, questions, suggestions, compliments: The Project Implementation Unit (PIU) of the Ministry of Environment, Urbanization and Climate Change (MoEUCC) established a transparent and comprehensive project level GRM with the aim of resolving and administering the requests that could be encountered during renovation of public buildings as well as to address other social issues pertaining to transfer of staff and relocation once the public buildings are operational, if needed.

The communities may have concerns regarding the actual benefits or the temporary impacts of renovation. In this respect, the mechanism will allow overall public communities to express their concerns and requests.

The GRM will establish clearly defined timelines for acknowledgement, update and final feedback to the complainant. To enhance accountability, these timelines will be disseminated widely to Project stakeholders.

3. Scope

The GRM will be accessible to a broad range of Project stakeholders who are likely to be affected directly or indirectly by the project. These will include beneficiaries, employees (including PIU members), administrations, users of the buildings that are renovated and wider public, project implementers/contractors/service providers etc.—all of whom will be encouraged to refer their grievances and feedback to the GRM. In addition, care will be taken to ensure that the grievance mechanism to be established is accessible to vulnerable groups.

4. Responsible Parties

Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU) would assume overall responsibility for the GRM and serve as the main implementing agency. For this mechanism to function in a proper and timely manner, PIU will also assign a GRM focal point.

The GRM focal point who will oversee the entire process will be assigned as a part of the project team of the MoEUCC. S/he will also be responsible for reporting the grievance redress process of the project for monitoring purposes. This person will also be responsible to coordinate the GRM to ensure its smooth functioning within the scope of the project.

The below Table 1 presents the responsible parties and their roles/responsibilities for the GRM implementation.

Table 1. Responsible Parties in GRM Implementation at Each Defined Level

Responsible Party	Responsibilities
Ministry of Environment, Urbanization and Climate Change/Project Implementation Unit (MoEUCC/PIU)	<ul style="list-style-type: none"> • The PIU will be responsible for the overall implementation, management, and coordination of this Standard Operating Procedure (SOP). • PIU will also guide and assist the relevant responsible parties to ensure successful implementation of this SOP. • PIU will be responsible for continuous monitoring of each process of the stakeholder's requests to assure compliance with the GRM Procedure.
GRM Focal Point of the PIU	<ul style="list-style-type: none"> • Acting as the GRM focal point in the PIU. • Reviewing, and classifying whether the grievances are genuine/eligible and related to Project activities or not together with relevant member(s)

	<p>of the PIU.</p> <ul style="list-style-type: none"> • Establishing the main register and monitoring system for this SOP and following up all grievances relevant to the Project. • Managing and coordinating the resolution of grievances within the Project. • Reviewing grievance records to illustrate significant non-compliance issues or recurring problems regarding the stakeholder engagement and other Project activities and coming up with actions. • Coordinating and monitoring the GRM focal points at contractor level. • Consolidating Project related requests received from different GRM levels. • Informing the PIU and the management about the resolution process. • Preparing consolidated GRM reports of the Project.
<p>GRM Focal Point of the (Provincial Directorate of Ministry of Environment and Urbanization (PDoMoEUCC))</p>	<ul style="list-style-type: none"> • Receiving the project related requests (complaints, compliments, feedback, inquires for information, etc.). • Evaluating and addressing the complaints whichever falling into their area of responsibility by taking confidentiality and security measures. • Recording each request whether they are addressed or not on the register and monitoring system and convey the register log to the MoEUCC on weekly basis. • Immediately notifying the MoEUCC/PIU if complaints have great significance (sexual abuse, workplace accident, etc.).
<p>Environmental and Social (E&S) Specialists of the Contractor</p>	<ul style="list-style-type: none"> • Receiving, recording and if possible, resolving the concerns and grievances. • Recording the requests through the: Grievance/Suggestion Form (Annex 3) and the Grievance Closeout Form (Annex 4). • Recording verbal concerns and grievances to Complaint and Suggestion Form. • Submitting the record of the concerns and grievances to the Project Manager of the supervision consultants. • Recording and resolution of grievances and reporting these to the Supervision Consultant in their monthly progress reports.
<p>Supervision Consultant</p>	<ul style="list-style-type: none"> • Evaluating and addressing the received applications together with the Contractor's E&S specialist/OHS Specialist or if deem necessary the management of the contractors' and the Project Managers (of supervision consultants) will involve the resolution process of the applications. • Monitoring the contractors' recording and resolution of grievances and reporting these to PIU in their monthly progress reports.

5. Dissemination of the GRM

To avoid any negative feedback or misunderstanding from the public communities, it will be important to have a comprehensive set of communication tools in place targeting the project stakeholders (government staff, public administrations, citizens, etc.). Therefore, MoEUCC will provide leaflets and other means of information (official letters, notice boards, official website of MoEUCC, consultation meetings, etc.) to inform the communities about the project, project activities to be carried out and renovation of the public buildings.

The Grievance/Suggestion Form for the project is publicly available on the project website² and on the webpage of the relevant government institutions included to the Project.

² <https://kabevanket.csb.gov.tr/sikayet.jsp>

MoEUCC/PIU will also conduct numbers of GRM consultation meetings with representatives of the beneficiaries, the supervision consultants and contractors.

During the implementation of the Project, once the civil works commence, printed copies of the Grievance/Suggestion Form will also be available in the buildings/government authorities included to the Project and at the offices of relevant neighborhood mukhtars.

6. Submission of a Request

6.1. Who May Use the GRM?

The targeted audiences of the GRM includes but not limited to are:

- Project's beneficiaries;
 - Staff of the buildings to be renovated (teachers, healthcare professionals and contracted workers at the buildings, etc.)
 - Users of the buildings to be renovated (students, patients, visitors, and their families, etc.)
- Communities which could potentially be affected by the construction/renovation activities at the buildings.
- Workers of the Contractors and Supervision Consultants
- Members of the PIU
- Other parties (NGOs, etc.)

The GRM will allow anonymous applications through its different intake channels established within the scope of the project. In case, the request is submitted anonymously, same process will be followed as non-anonymous request. However, anonymous submission of the request may prevent the applicant to be informed about the outcome of the process; therefore, the applicants should be informed accordingly.

6.2. How to submit a request?

The Ministry of Environment, Urbanization and Climate Change (MoEUCC) has a hotline `Alo181` which is both accessible via phone and website. This hotline serves also as a ministerial level grievance mechanism for its employees, partners and wider public. Inquiries, demands, complaints about all environmental and urban services provided by MoEUCC are responded by a professionally managed call center.

The applicants can submit their requests in any of the ways outlined below:

MoEUCC Call Center	Alo 181
Telephone	+ 90 312 586 49 06
Grievance Forms	https://kabevanket.csb.gov.tr/sikayet.jsp
E-mail	yigmenerji@csb.gov.tr
Provincial Directorates of Environment and Urbanization (PDoEU)	Alo 181 KABEV Grievance Forms disclosed on the official webpage of the respective PDoEU.
Contractors	Forms that are available at construction sites (Annex 3-4)

In addition to the above-mentioned communication channels, the stakeholders may also utilize the Presidency's Communication Center (CIMER) to submit their concerns and grievances about the project implementation. The communication channels of CIMER are given below.

Webpage	https://www.cimer.gov.tr
	https://giris.turkiye.gov.tr/
Hotline	Alo 150
Phone	+90 312 590 2000
Fax	+90 312 473 6494

6.3. GRM Process

Within the scope of KABEV Project, grievances/concerns/suggestions will be handled at multiple levels: (a) contractor level; (b) construction supervision level; (c) MoEUCC Provincial Directorates level; (d) national level MoEUCC Project Implementation Unit (PIU).

- a) **Contractor Level:** Each contractor appointed for conducting the civil works will be responsible for receiving, recording and if possible, resolving the grievances/concerns/ suggestions raised by any stakeholder (public building management, building users, visitors, host communities, or beneficiaries, etc.) due to the civil works executed within the scope of the KABEV Project. If the Contractor is not able to resolve the grievances/concerns/suggestions, they are obliged to direct them to the relevant person/institutions. Contractors will also submit the records including solved and unsolved grievances/concerns/suggestions to the Ministry of Environment, Urbanization and Climate Change (MoEUCC) on weekly basis.
- b) **Construction Supervision Level:** Grievances/concerns/suggestions that cannot be addressed at contractor level, they will be dealt by the Project Manager of Supervision Consultant who is appointed as Construction Controller. The Project Manager will remind the responsibilities of the contractor by issuing a status report and ensure that necessary measures are/will be taken to solve the problem and ensure implementation of required corrective actions. If the Project Manager is not able to resolve the grievances/concerns/suggestions, he/she is obliged to direct them to the MoEUCC.
- c) **MoEUCC Provincial Directorate Level:** Provincial Directorate of Environment, Urbanization and Climate Change will be responsible for taking the necessary measures to address received grievance/concern/suggestions regarding the activities carried out within the scope of the KABEV Project to the extent possible. The Directorates will also immediately forward all received grievance/concern/suggestion to the Administration, whether the issues are addressed or not.
- d) **MoEUCC Level:** Within the scope of KABEV Project, MoEUCC is responsible to collect, record, and resolve all grievance/concern/suggestion raised by stakeholders through the above-mentioned levels. MoEUCC is responsible for resolving the collected grievance/concern/ suggestion within 15 days and informing the owner of the grievance/concern/ suggestion about the result.

This GRM procedure will be used at each above defined level. This procedure describes roles and responsibilities of each level in detail in order to ensure successful implementation of the procedure and overall GRM. MoEUCC will lead the GRM and provide support to every level if deem necessary.

6.3.1. Registration

The grievance/concern/suggestions raised by any stakeholder (including but not limited to; workers of the KABEV Project, public building management, building users, visitors, host communities, or beneficiaries, etc.) due to the executed civil works will be logged in the Grievance Register Table (Annex 2) within 3 business days from the date of receipt by PIU, Contractors and PDoMoEUCC.

The GRM focal points at different levels will be assigned to grievances when they are logged by the PIU, Contractors and PDoMoEUCC. The grievance focal point may delegate responsibilities to other staff, but is ultimately responsible for:

- Investigating the grievance,
- Consulting relevant technical persons within the project,
- Defining and implementing resolution actions,
- Making sure resolution actions are completed,
- Tracking progress of individual grievances,
- Informing the Complainant once the grievance is registered in the system and then when the grievance is resolved,
- Documenting resolution actions, and
- Gaining necessary approvals from and reporting to relevant management.

The anonymous grievances will be logged and reported with other grievances to facilitate continuous improvement of the GRM and project implementation. In order to ensure the confidentiality and life safety of the survivor's identity info, necessary measures will be taken to log in to the system (where the complaint mechanism is followed) with a username and password especially in cases of gender-based violence, sexual exploitation and harassment.

The Contractor will record the grievance/concern/suggestion through the Complaint/Suggestion Form and the Grievance Close-Out Form (provided in Annex 3 and 4 respectively). Verbal grievance/concern/suggestion will be recorded by the responsible personnel of the Contractor by filling out the Complaint and Suggestion Form. The Contractor is obliged to send the record of the grievance/concern/suggestions to the Project Manager on weekly basis.

Grievance Registration Process of Alo 181

Headquarter of Alo 181 has been informed about the KABEV Project and it currently receives, and records all inquiries received on KABEV Project and conveys them to the PIU of the KABEV Project. The customer representative of ALO 181 will record the complaint and will ask the complainant if a response is requested or not. If the complainant requests feedback about the result of her/his complaint, then the complainant is asked to provide her/his phone or e-mail information. Even if the complainant would prefer to stay anonymous, her/his complaint is recorded by the customer representative of Alo 181. Thereafter, all type of the recorded complaint will be sent to the relevant department of MoEUCC.

6.3.2. Assessment, Addressing and Closure Process of the Requests

The complaints will be registered within three (3) business days from the date of receipt. During these three (3) days, grievances will be reviewed to be classified whether they are genuine and related to Project activities or not by responsible persons of each level. If the issues/disputes raised are not related to the Project, guidance is provided to the Complainant to contact relevant party.

The requests will be addressed, and corrective actions will be taken to resolve the complaint within *15 working days*. If the resolution period takes more than 15 days (the resolution period will take maximum 30 calendar days) this should be agreed between the Contractor/PIU and the complainant. The applicant should be informed about the closure of the request.

Each GRM focal point at different level of GRM is responsible for assigning a grievance owner to liaise with the stakeholder/s and work on a resolution. Grievances will be screened to determine who the responsible party for further assessment will be and how the grievance is approached. Steps to be taken for assessing, addressing and closing the request at each level of GRM are provided in Table 2.

Table 2. Steps to be taken for Assessing, Addressing and Closing the Request at each Level of GRM

Grievance/ Suggestion Receiving Level	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
Contractor Level	If an answer/ corrective action can be provided immediately	Environmental and Social (E&S) Specialist of the Contractor	<p>If the complaint verbal, it will be recorded in Grievance/ Suggestion forms (this action will be taken for all type of grievances).</p> <p>E&S specialist will draft a response with explanations corrective actions.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Management of Contractor	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	Management of Contractor	<p>Further-assessment will be made by the management.</p> <p>If the management decides the grievance is relevant to KABEV project activities and is eligible for assessment, the E&S Specialists of the Contractor will assess the application and will draft a response to the Complainant with explanations and corrective actions to be taken.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p> <p>If the management decides the complaint is NOT relevant to KABEV project activities, the Complainant will be informed; accordingly, and guidance will be provided to contact relevant party(-ies).</p>	Management of Contractor	<p>If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>If the complaint is eligible and there is disagreement, then further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If the submitted grievance or concern is indefinite or is not clear enough	E&S Specialist of the Contractor	<p>E&S Specialists of the Contractor will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project.</p> <p>After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; <i>feedback including necessary actions taken will be sent to the complainant.</i></p>	Management of Contractor	<p>If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If the issues/disputes are related to the project but cannot be addressed at contractor level	Management of Contractor and Project Manager of the Supervision consultant	<p>Draft assessment will be sent to GRM focal point of the PIU by the Supervision Consultant.</p> <p>Considering the draft assessment shared by the Supervision Consultant, GRM focal point of the PIU will draft a response with explanations and corrective actions to be taken.</p> <p>The final response will be prepared and shared with the complainant.</p>	PIU/MoEUCC	<p>If the complainant is satisfied with the explanation provided and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.</p>	<p>If there is still a disagreement with the actions taken, further assessment will be taken by the PIU.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Level	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
						<p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	
	When contractor's worker issues a complaint	Environmental and Social (E&S) Specialists of the Contractor	<p>The complaint will be directed to the management of the contractor.</p> <p>The Project manager of the supervision consultant will be immediately informed about the grievance received.</p> <p>If the grievance can be resolved immediately, the Contractor will identify and take necessary actions. If not, the grievance will be escalated to the Supervision Consultant and/or the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>	Project Manager of Supervision Consultant	If the worker is satisfied with the explanation provided and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.	<p>In case of disagreement, the complaint will be directed to the PIU.</p> <p>PIU will organize a meeting with the worker and to further assess potential corrective actions those can be taken and additional information to be provided, as appropriate.</p> <p>If the worker is still dissatisfied with the recommended additional actions or explanation, s/he will be informed about appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
Supervision Consultant	When Supervision Consultant's worker issue a complaint	Project Manager and/or headquarter of Supervision Consultant	<p>If the grievance can be resolved immediately, the Project Manager or the HQ of the Supervision Consultant will identify and take necessary actions. If not, the grievance will be escalated to the Supervision Consultant and/or the PIU for necessary actions to be identified and taken.</p> <p>If the grievance is repetitive, extensive and high-profile that may jeopardize the Project or the reputation of the Bank then the grievance will be escalated to the PIU and necessary actions to be taken will be identified.</p> <p>The response with appropriate solution and actions to be taken will be prepared and shared with the complainant.</p>	Project Manager of Supervision Consultant PIU/MoEUCC	If the worker is satisfied with the explanation provided and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.	<ul style="list-style-type: none"> • Virtual or face to face meeting would be conducted with the worker in order to discuss, propose and agree on any other correction actions. • If agreement is ensured, the proof documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by the worker. • If the worker is still dissatisfied with the recommended actions of explanation, s/he will be informed about the appeal process. 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
Provincial Directorate of MoEUCC	If the complaint is related to the activities of an on-going sub-project	Focal point of the PDoMoEUCC	<p>In case an answer/corrective action can be taken immediately; the responsible person will take the required corrective action to resolve the grievance and inform the PIU/MoEUCC about grievance and the corrective action taken via GRM Register Table.</p> <p>Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant.</p>	Focal point of the PDoMoEUCC	If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.	<p>If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUCC for further assessment.</p> <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov

Grievance/ Suggestion Receiving Level	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
PIU/MoEUC	When an answer/ corrective action can be provided immediately.	Focal Point of the PIU	If the complaint is verbal, it will be recorded in online grievance & suggestion form (this action will be taken for all type of grievances). Feedback including explanation and corrective necessary actions to be taken will be prepared and shared with the complainant by the GRM Focal point of the PIU.	PIU/MoEUC	If the complainant is satisfied with the explanation provided and corrective actions taken, the Close-Out Form including the corrective actions and explanations will be signed by the complainant.	If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUC for further assessment. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	If it cannot be ensured whether the complaint is eligible or not	PIU/MoEUC	Further-assessment will be made by PIU/MoEUC. If the PIU & MoEUC decides the grievance is relevant to KABEV project activities and is eligible for assessment, the PIU focal point will assess the application and will draft a response to the Complainant with explanations and corrective actions to be taken. Feedback including explanation and corrective necessary actions to be taken will be shared with the complainant. If the PIU & MoEUC decides the grievance is NOT relevant to KABEV project activities and is NOT eligible for assessment, the Complainant will be informed; accordingly, and guidance will be provided to contact relevant party(-ies).	PIU Director	Feedback including necessary actions taken will be sent to the complainant. If the complainant is satisfied with the answers and actions taken, the Close-Out Form with corrective actions and explanations will be signed by complainant.	If the complainant is not satisfied with the result, the grievance will be conveyed to the PIU/MoEUC for further assessment. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another correction action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When the submitted grievance or concern is indefinite or not clear enough	GRM Focal Point of the PIU	The GRM Focal Point of PIU will assist and provide advice in formulating/ redrafting the submission, to ensure that the grievance is clear enough for assessment in the best interests of persons affected by the Project. After necessary revisions are made on the complaint to ensure it is detailed enough for assessment and the complaint is assessed; feedback including necessary actions taken will be sent to the complainant.	PIU Director	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant.	Once the submitted request is clarified to be assessed under the Project's GM and if there is still a disagreement with the actions taken, further assessment will be taken by the PIU. <ul style="list-style-type: none"> • Site visit would be held to collect more information about the issue/dispute, if appropriate. • Virtual or face to face meeting would be conducted with the complainant in order to propose another corrective action, if possible. • Final response will be prepared in line with the additional corrective actions (if any) and submitted to the complainant. <p>If agreement is ensured, the proofing documents for the corrective actions taken will be collected and attached to the Grievance Close-Out Form to be signed by complainant.</p> <p>If the complainant does not satisfy with the solution, s/he will be informed about the appeal process.</p>	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts • Ombudsman https://ebasvuru.ombudsman.gov
	When member/s of PIU issues a complaint	/MoEUC Department of Personnel	The PIU member will submit their grievances to Department of Personnel with a petition. Department of Personnel will forward the grievance to any other department (rather than "External Investments Department Directorate") within the ministry.	General Manager of EIDGDoCA	If the complainant is satisfied with the answers and taken actions, the Close-Out Form with corrective actions and explanations will be signed by complainant.	<ul style="list-style-type: none"> • If the complainant does not satisfy with the solution, s/he is informed about appeal processes 	<ul style="list-style-type: none"> • CIMER • Civil Courts of First Instance • Administrative Court • Commercial Courts of First Instance • Labor Courts

Grievance/ Suggestion Receiving Level	Description	Assessing Body	Action to be taken for addressing the grievances	Approval Body	Closure	Action to be taken in case of disagreement	Appeal Authorities
			<p>This department will select an "Assessor". Assessor will evaluate the grievance, make necessary inquiries, and reveal a summary report with corrective action(s).</p> <p>Summary report will be assessed by General Manager of External Investments Department General Directorate of Construction Affairs (EIDGDoCA). S/he will make a final decision and complainer will be informed about the decision.</p>				<ul style="list-style-type: none"> Ombudsman https://ebasvuru.ombudsman.gov

Focal points will lead grievance investigation, when needed, which could include collecting relevant documents, making site visits, consulting appropriate internal staff, contacting external stakeholders, and other activities. Investigation findings will be used to document decision making process and inform proposed remedy.

6.3.3. Feedback

If the grievance has not been resolved, GRM focal point of PIU will notify the complainant about the resolution through summarizing the corrective actions taken and explanation about the resolution process of the complaint and inform the complainant on other alternatives (if any), including legal alternatives.

6.3.4. Right to Appeal

Applicants whose complaints could not be resolved through existing GM or whose complaints contains sensitive issues can always apply to the relevant legal institutions. Such institutions can be summarized as follow:

- CİMER
- Civil Courts of First Instance,
- Administrative Court,
- Commercial Courts of First Instance
- Labor Courts, and
- Ombudsman (<https://ebasvuru.ombudsman.gov.tr>)

7. World Bank Grievance Redress Service

In all World Bank financed projects, individuals or communities who believe that they are adversely affected by the projects supported by WB can send their complaints to the Ministry of Environment and Urbanization or the World Bank's Grievance Redress Service (GRS) (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>) GRS ensures that the received grievances are quickly examined in order to eliminate the project-related concerns.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB's performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, WB would have an opportunity to respond to the complaints.

8. Monitoring

As part of project progress reports, GRM and its effectiveness will be monitored, evaluated and reported to the Bank regularly. The statistics of the grievances should be reported to the WB regularly, every six-months in project progress reports.

A number of Key Performance Indicators (KPIs) will also be monitored and integrated into project progress report by the project on a regular basis, including the following parameters:

- (i) Number of public grievances received within a reporting period (i.e. monthly);
- (ii) Number and percentage of those resolved within the prescribed timeline;
- (iii) Number of grievances that are open more than 30 days with reasons explained;

9. Reporting

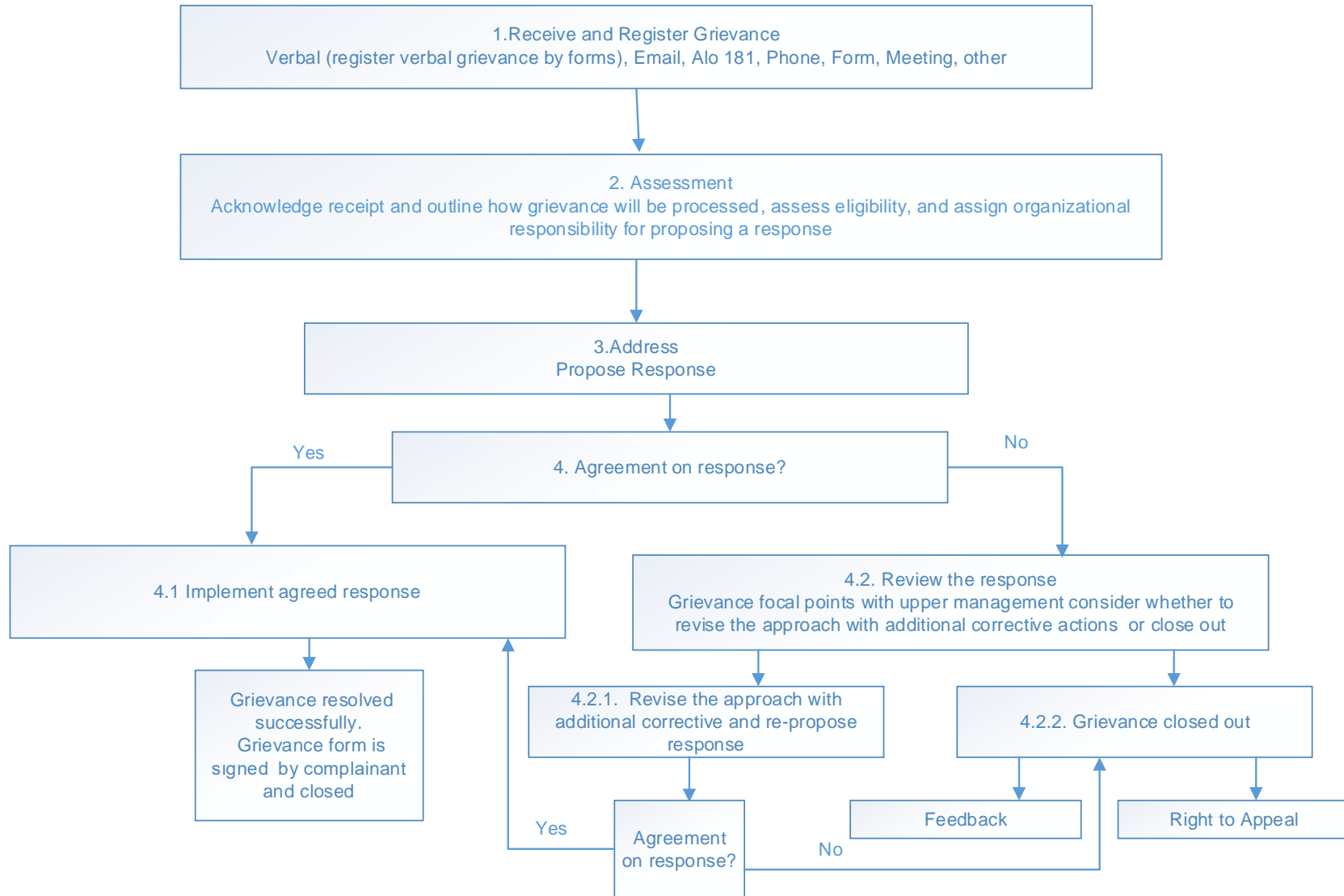
Responsible parties regarding GRM reporting and requirements on reporting process are provided in Table 3.

Table 3 GRM Reporting and Requirements on Reporting Process

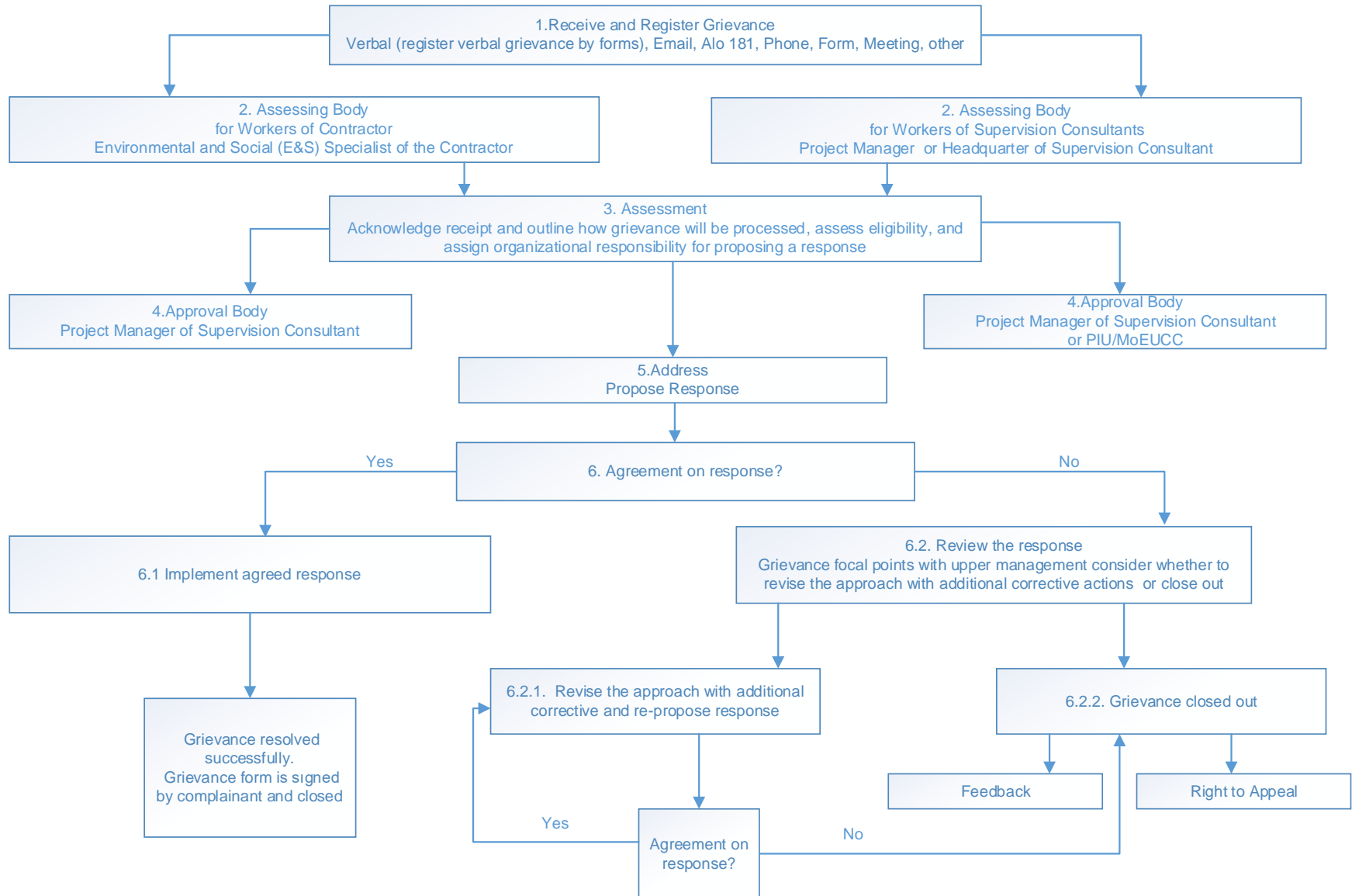
Responsible Party	Reporting Process Requirements
Environmental and Social (E&S) Specialists of the Contractor	<p>Submit Monthly Reports to the Project Manager of Supervision Consultants, which shall include a Grievance Register Table as an annex related to GRM including updated information on the following:</p> <ul style="list-style-type: none"> • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
Building Administration	<p>Inform and update the PIU/MoEUCC/Project Manager of Supervision Consultant weekly, in case any grievances are submitted to the Building Administration and conveyed via CIMER.</p>
Supervision Consultants	<p>Submit Monthly Reports to the PIU, which shall include the contractor's monthly report including,</p> <ul style="list-style-type: none"> • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • summary of correction measures taken, • Disaggregated data (gender, province, etc.) about the received grievances.
PDoMoEUCC	<p>Submit Grievance Register Table to the PIU on weekly basis.</p>
The PIU's GRM focal point	<p>Submit Quarterly Reports to the PIU, which shall include following items related to the management of the received grievances,</p> <ul style="list-style-type: none"> • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback) from various intake channels (PDoMoEUCC, PIU, meetings, scorecards, Alo 181, online forms etc.) and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of correction measures taken,

	<ul style="list-style-type: none"> • Disaggregated data (gender, province, etc.) about the received grievances.
MoEUCC/PIU	<p>Submit biannually reports to the WB, which shall include a Grievance Register Table as an annex (Annex 2) related to the GRM including updated information on the following:</p> <ul style="list-style-type: none"> • Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.), • Quantitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), and number of resolved grievances, • Qualitative data on the type of grievances and responses, issues provided and grievances that remain unresolved, level of satisfaction by the measures (response) taken, • Summary of corrective actions taken, • Disaggregated data (gender, province, etc.) about the received grievances.

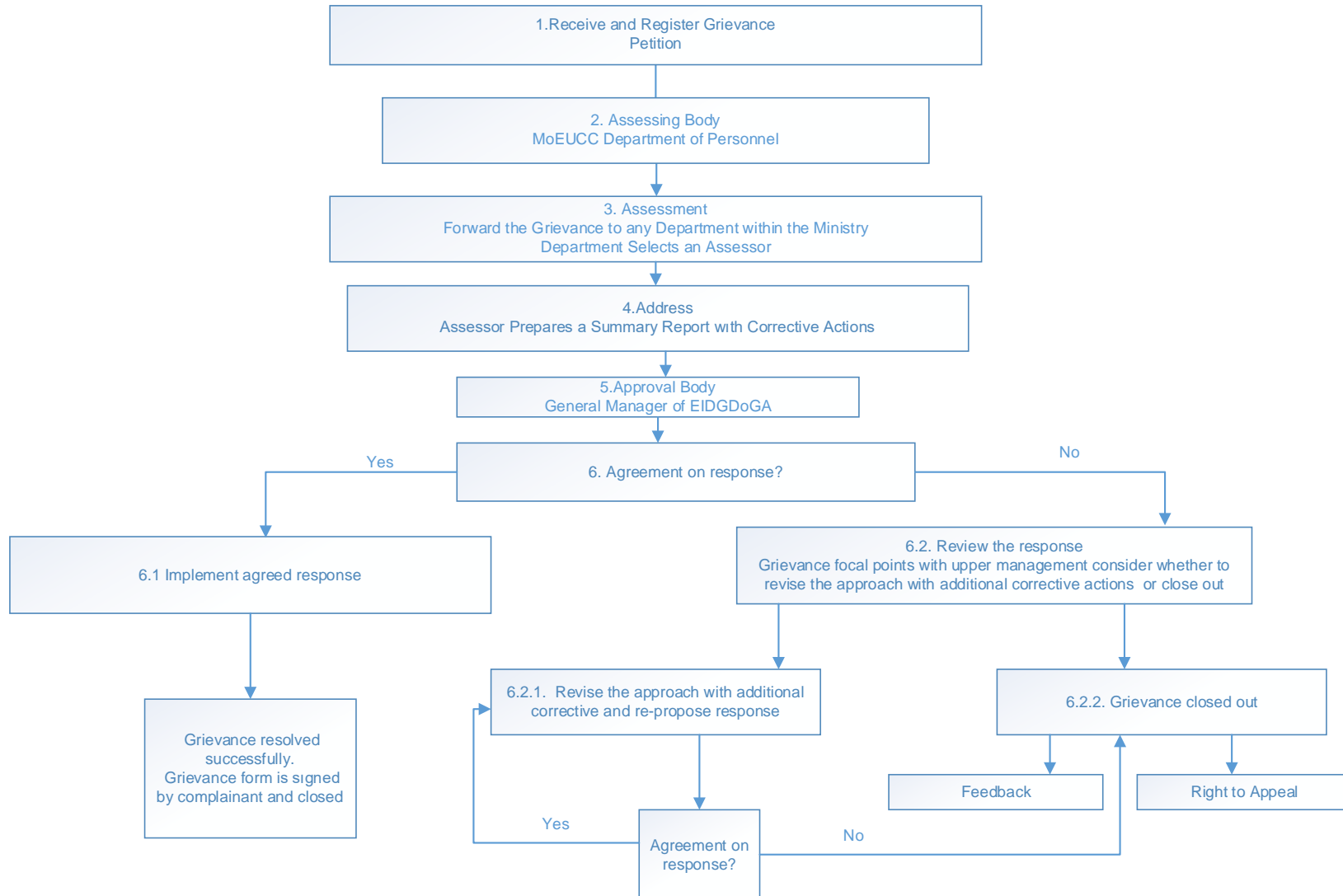
ANNEX 1. GRIEVANCE REDRESS MECHANISM FLOWCHART



ANNEX 2 WORKERS GRIEVANCE REDRESS MECHANISM FLOWCHART



ANNEX 3 PIU GRIEVANCE REDRESS MECHANISM FLOWCHART



ANNEX 5. GRIEVANCE/SUGGESTION FORM

Reference No	
Full Name* (Anonymous applications are also received. If you want to keep your application anonymous, then please mark how you wish to be contacted below)	
Please mark how you wish to be contacted (mail, telephone, e-mail).	E-mail (please provide e-mail) _____ @ _____
	Phone (please leave the phone number) (____) _____
	Posta (please provide mail address)
Province/Town/Settlement	
Date	
Category of the Grievance	
2. On assets/properties impacted by the project	
3. On infrastructure	
4. On decrease or complete loss of sources of income	
5. On environmental issues (ex. Noise, pollution, waste management)	
6. On employment	
7. On traffic, transportation and other risks	
9-Other (if confidential, please directly call the PIU):	
Description of the Grievance What did happen? When did it happen? Where did it happen? What is the result of the problem?	
What would you like to see happen to resolve the problem?	
<i>Although giving name and address is not compulsory, it should be kept in mind that during the feedback process regarding the grievance some problems may occur due to lack of information.</i>	

Signature:

Date:

ANNEX 6. GRIEVANCE CLOSE-OUT FORM

Grievance closeout number:	
Define immediate action required:	
Define long term action required (if necessary):	
Compensation Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO
CONTROL OF THE REMEDIATE ACTION AND THE DECISION	
Stages of the Remediate Action	Deadline and Responsible Institutions
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

COMPENSATION AND FINAL STAGES

This part will be filled and signed by the complainant after s/he receives the compensation fees and his/her complaint has been remediated.

Notes:

[Name-Surname and Signature]

Date: ___ / ___ / _____

Of the Complainant:

Representative of the Responsible Institution/Company
[Title-Name-Surname and Signature]

**ANNEX 7. LIST OF BUILDINGS IN PACKAGE 1 AND RELEVANT LINKS TO
SUBMIT A REQUEST**

Campuses	Suggestion/Grievance Webpages
Karabuk University	https://rimer.karabuk.edu.tr/
Ministry of Agriculture and Forestry	https://www.cimer.gov.tr/
Ortaköy Vocational High School	https://www.cimer.gov.tr/
Bursa Şevket Yılmaz Hospital	https://bursayuksekihtisaseah.saglik.gov.tr/TR,198143/hasta-gorus-ve-oneri-formu.html https://bursayuksekihtisaseah.saglik.gov.tr/TR,198169/calisan-gorus-ve-oneri-formu.html
Bursa Anatolian Girls Vocational and Technical Anatolian High School	https://docs.google.com/forms/d/e/1FAIpQLSfZlfXeszQ_bHoPj5s7JzqN-uv8N25gEyxe2_PjSR19dsu8eQ/viewform
Başakşehir State Hospital	https://basaksehirhdh.saglik.gov.tr/TR,551569/kamu-binalarinda-enerji-verimiligi-uygulamalari-projesi-kabev.html
Esenyurt State Hospital	https://esenyurtdh.saglik.gov.tr/TR,12546/merkez-bina.html
Bağcılar State Hospital	https://bagcilareah.saglik.gov.tr/TR,117552/personel-gorus-oneri-istek.html https://bagcilareah.saglik.gov.tr/TR,117624/hastalarimizin-dilek-ve-onerileri.html
Silivri State Hospital	https://silivridh.saglik.gov.tr/TR,407203/hasta-istek-gorus-ve-oneri-formu.html https://silivridh.saglik.gov.tr/TR,407204/calisan-istek-gorus-ve-oneri-formu.html
Marmara Pendik State Hospital	https://marmaraeah.saglik.gov.tr/TR,95450/calisan-gorus-oneri.html