



GRIEVANCE REDRESS MECHANISM FOR THE ZAMBIA- TANZANIA INTERCONNECTOR PROJECT

PREPARED BY ZESCO LIMITED

MARCH 2025



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EXECUTIVE SUMMARY

The Zambia – Tanzania Interconnector Project (ZTIP) is a component of the World Bank funded Regional Energy Transmission, Trade and Decarbonization (RETRADE) Project, aimed at connecting the Southern African Power Pool (SAPP) to the Eastern Africa Power Pool (EAPP) for optimal power trade. The SAPP recognizes the ZTIP as one of the projects of Regional significance to address the current power challenges, which is a position endorsed by the Government of the Republic Zambia. The Project is scheduled to commence in 2025 and end in 2029, in accordance with the Agreement between World Bank and ZESCO Limited.

The ZTIP will involve the construction of a 330kV transmission line from Pensulo Substation in Serenje District, via Mpika Substation in Mpika District, Kasama Substation in Kasama District, and Nakonde Substation, terminating at the Zambia – Tanzania border in Nakonde District.

The objectives of the ZTIP are:

- i. To promote and enhance electricity trade between the Southern African Power Pool (SAPP) and Eastern Africa Power Pool (EAPP),
- ii. To increase the reliability and stability of the ZESCO Transmission network.
- iii. To promote regional integration.
- iv. To increase the power transfer capacity to the increasing mining loads on the Copperbelt and North-Western Provinces.

ZESCO Limited has contracted SWECO International to develop the transmission line, with an expected construction period of 24 months. The Project is consistent with the long-term development objectives of the Government of the Republic of Zambia (GRZ), as articulated in the Vision 2030 and the Eighth National Development Plan (8NDP).

ZESCO as the Project developer will endeavor to undertake all activities related to the ZTIP in an environmentally and socially sustainable manner. The Project footprint includes Serenje, Chitambo, Lavushimanda, Mpika, Kanchibiya, Kasama, Mungwi and Nakonde Districts of Central, Muchinga and Northern Provinces of the Republic of Zambia, and has the potential to trigger various grievances, from Project Affected Persons (PAPs) and other stakeholders, in its developmental pathway. These grievances may arise from negative environmental and social impacts associated with Project implementation related to aspects such as land acquisition, economic disturbance, community health and safety, and exposure to pollution. The GRM has



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been established with reference to key project environmental and social instruments, which include the Environmental and Social Impact Assessment (ESIA), Environmental Social Management Plan (ESMP), Resettlement Action Plan (RAP), Stakeholder Engagement Plan (SEP) and Labour Management Procedure (LMP) among others. Some grievances may be technical in nature. As such, resolution of these will require input from technical personnel within the GRM committees.

A Grievance Redress Mechanism (GRM) has therefore been developed for the ZTIP and is being implemented to provide an effective channel for managing and resolving grievances due to Project related activities.

This GRM aims to address grievances that may arise from the development of the proposed ZTIP, and to sustain good working relationships that ZESCO has with its wide range of stakeholders.

This GRM will be all inclusive of concerns associated with Project implementation. This GRM will be in force until project closure and will serve as a system for receiving complaints as well as providing feedback related to Project implementation. The GRM is intended to ensure principles of responsiveness, confidentiality, objectivity, independence, simplicity, timeliness, participatory and fairness are adhered to for effective complaint and grievance resolution. As key beneficiaries of the Project, input will be solicited from stakeholders in resolving grievances relating to various Project related issues such as, but not limited to, environment, community health and safety, labour, compensation and resettlement, Gender-Based Violence (GBV), Sexual Exploitation Abuse and Harassment (SEAH), and child labour. Management of grievances will be monitored at regular intervals to ensure effective resolution of cases. ZESCO will be responsible for implementing this GRM.

The ZTIP GRM intends to complement and not replace formal legal channels for managing grievances such as the court system and organizational audit mechanisms, among other formal channels.

In like manner, the establishment of the ZTIP GRM will not prevent employees, citizens or communities from pursuing their rights and interests in any other national or local designated mechanism. Stakeholders will however be recommended to use this GRM before seeking redress through the courts, administrative law procedures, or other formal dispute resolution mechanisms, except with unique complaints such as those alleging GBV, SEAH, corruption, coercion, or major and systematic violations of rights and policies.



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ACRONYMS AND SYMBOLS

8NDP	Eighth National Development Plan
EHS	Environment, Health, and Safety
EAPP	Eastern Africa Power Pool
ESIA	Environmental & Social Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
GRM	Grievance Redress Mechanism
GRZ	Government of the Republic of Zambia
LFPPs	Local Focal Point Persons
LGRC	Local Grievance Redress Committee
LMP	Labor Management Procedure
PIU	Project Implementation Unit
PGRC	Project Grievance Redress Committee
GBV	Gender Based Violence
RAP	Resettlement Action Plan
RETRADE	Regional Energy Transmission, Trade and Decarbonization
SEAH	Sexual Exploitation Abuse and Harassment
SAPP	Southern African Power Pool
SEP	Stakeholder Engagement Plan
ZTIP	Zambia-Tanzania Interconnector Project



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1.0 INTRODUCTION

The Zambia – Tanzania Interconnector Project (ZTIP) is a component of the World Bank funded Regional Energy Transmission, Trade and Decarbonization (RETRADE) Project, aimed at connecting the Southern African Power Pool (SAPP) to the Eastern Africa Power Pool (EAPP) for optimal power trade. The SAPP recognizes the ZTIP as one of the projects of Regional significance to address the current power challenges, which is a position endorsed by the Government of the Republic Zambia. The Project is scheduled to commence in 2025 and end in 2029, in accordance with the Agreement between World Bank and ZESCO Limited.

1.1 Project Background

The ZTIP will involve the construction of a 330kV transmission line from Pensulo Substation in Serenje District, via Mpika Substation in Mpika District, Kasama Substation in Kasama District, and Nakonde Substation, terminating at the Zambia – Tanzania border in Nakonde District.

The objectives of the ZTIP are:

- i. To promote and enhance electricity trade between the Southern African Power Pool (SAPP) and Eastern Africa Power Pool (EAPP),
- ii. To increase the reliability and stability of the ZESCO Transmission network.
- iii. To promote regional integration.
- iv. To increase the power transfer capacity to the increasing mining loads on the Copperbelt and North-Western Provinces.

1.2 Project Scope

The Project scope and related works will involve the following:

- i. Pensulo to Kasama section:
 - Construction of 386 km of a 330kV single-circuit transmission line between the Pensulo and Kasama Substations, via the Mpika Substation;
 - Upgrades to the existing Pensulo Substation, Mpika Substation, and Kasama Substation.



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- Installation of dynamic voltage support devices (± 250 MVar) and associated substation works at Pensulo.

ii. The Kasama to Nakonde section:

- Construction of 212 km of a 330kV double-circuit transmission line from Kasama Substation to the new Nakonde Substation.
- Construction of a new 330/132/66 kV substation at Nakonde (including dynamic voltage support devices [± 250 MVar]);
- Construction of 15 km of a 400kV double-circuit transmission line from Nakonde to the Zambia – Tanzania border, operated at 330kV.
- Construction of 12 km of a 132kV double circuit from Nakonde to Isoka (loop in and out of 66 kV Isoka – Nakonde line).

ZESCO Limited has contracted SWECO International to develop the transmission line, with an expected construction period of 24 months. The Project is consistent with the long-term development objectives of the Government of the Republic of Zambia (GRZ), as articulated in the Vision 2030 and the Eighth National Development Plan (8NDP).

The Grievance Redress Mechanism outlines management procedures for grievances and other problems that may arise as result of undertaking of the ZTIP.

2.0 GRIEVANCE REDRESS MECHANISM

The Project has established a GRM to manage any complaints from different categories of stakeholders, to ensure that complaints are addressed as early as possible to avoid delaying of implementation of the planned activities. For this project a Grievance Redress Mechanism refers to a process for receiving, evaluating and addressing project-related complaints from affected communities at the level of project component or activity. The main goal of the GRM is to promote and ensure transparency and accountability with stakeholders and provide channels for project stakeholders to give feedback on project activities.

It provides a mechanism that allows for the identification and resolution of issues affecting the project and wider community, including environmental and social safeguards related complaints, misconduct of staff, misuse of funds, abuse of power, and other improper behavior by increasing transparency and accountability. Other key issues it seeks to



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address include complaints around community, health and safety, labour, compensation and resettlement, GBV, SEAH, and child labour.

It further reduces the risk of the project inadvertently affecting project beneficiaries and serves as an important feedback and learning mechanism that can help improve project impacts. The GRM has been established with reference to key project tools such as the ESIA, ESMP, RAP, SEP and LMP.

2.1 Scope and Purpose of the GRM

2.1.1 Scope of the GRM

The ZTIP GRM covers issues that may arise throughout Project implementation (i.e. preparation, construction, operation and any other activities related to the Project) as a cross-cutting mechanism, in line with as the ESIA, ESMP, RAP, SEP and LMP developed for the Project. The scope of the GRM is extended to all parties, whether directly or indirectly, impacted and affected by Project activities.

2.1.2 Purpose of the GRM

The main purpose of the (GRM) is provide and outline procedures for receiving and responding to any complaints made over the Project, as quickly as practicable, to avoid, as much as possible, any conflict and/or potential judicial processes.

The ZTIP GRM will apply to all ZTIP stakeholders and will serve as recourse for resolution of grievances arising from project activities that may potentially impact these stakeholders. This GRM thus aims to enhance a mechanism for PAPs, project employees, communities and all stakeholders to report Project related complaints, as well as for enhancing a feedback mechanism for the Project developer.

Specific objectives of the ZTIP GRM include the following:

- i. To increase trust and transparency amongst all project stakeholders;
- ii. To foster positive relationships among different stakeholders and host communities;
- iii. To work as a risk management tool and hedge the Project developer's reputational risk; and
- iv. To comply with World Bank Environmental and Social Framework (ESF) requirements as Project funder, national regulatory requirements, and international best practice requirements for developmental projects to have a functioning GRM.



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A well developed and functioning GRM may include the following:

- i. Different ways in which users can submit their grievances, which may include submissions in person, by phone, text message, mail, e-mail or via a web site;
- ii. A log where grievances are registered in writing and maintained as a database;
- iii. Publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievances;
- iv. Transparency about the grievance procedure, governing structure and decision makers; and
- v. An appeals process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved.

This GRM shall ensure that all the concerns and views of persons affected by the Project activities, carried out throughout project implementation, including any grievances related to compensation processes, resettlement, as well as any other grievances are received accordingly and acted upon in a timely manner and through an effective and transparent process. The GRM will provide a forum to mediate conflict and cut down on the possible lengthy litigation, which often delays projects. It will also address any objections or concerns regarding the Project activities through a well-defined conflict resolution procedure.

The ZTIP project reflects a unique geographical location as it is being implemented in rural areas of the Country traversing three Provinces namely, Central, Muchinga and Northern Provinces for over 600km. Most of the areas where the Project will be implemented are remote, making it difficult for communities to access key services. This is coupled with low literacy levels that may pose a barrier to some project stakeholders', especially marginalized groups. This GRM will therefore, apply a simplified mechanism to fit the nature of the Projects' area of influence.

2.2 GRM Guiding Principles

In designing of this GRM, and to enhance the effective resolution of stakeholder grievances, the following principles shall be adhered to:

2.2.1 Responsiveness and Confidentiality

Adopting the doctrine that there is always room for improvement, this GRM will accommodate all types of complaints, comments and suggestions, with a view to improve the Project's efficacy and efficiency. Comments and suggestions received for improvement of the Mechanism will be given due consideration and the providers of the

input will be kept informed of the response to their inputs. To ensure transparency in handling and processing of grievances, all Project stakeholders, especially complainants, will be kept informed of the outcome of the redress process in a timely manner. As confidentiality is an integral part of the process, the identity and personal details of complainants will only be disclosed to those involved in the resolution of the grievance.

2.2.2 Objectivity and Independence

The mechanism empowers the committees that will be established in the grievance redress hierarchy, to operate independently and objectively, while handling grievances and to ensure that all information, stakeholders and records required for inquiry and analysis are easily accessible. To avoid any conflicts of interest, the selection and appointment of Local Focal Point Persons (LFPPs) who will receive and log in grievances into the grievance register that will be established, will be made from ZESCO, through a transparent and inclusive process. Appointment of the LFPPs is aimed to promote an efficient GRM process, as these persons will be from within the community.

2.2.3 Simplicity

Literacy levels may not be the same in all the areas and therefore, simple procedures will be adopted for the GRM for lodging complaints and/or submitting suggestions or comments. The GRM shall be made accessible and understandable to all PAPs and project stakeholders' especially marginalized people, vulnerable groups, and female beneficiaries within and in close proximity to the Project area. A summarized grievance procedure shall be translated into applicable local languages which shall be displayed in communal areas such as hospitals, schools and local councils in the Project area..

2.2.4 Fairness

The GRM will equally consider all complaints irrespective of their nature, size and complexity. All complaints, comments and suggestions received will be registered and the person or entity making the request for redress will be acknowledged in writing and/or any other means as may be appropriate. The Project staff implementing the GRM will be trained for grievance handling and resolution.

2.2.5 Timelines

All grievances, irrespective of their nature and size shall be considered and corrective actions taken within reasonable time. All possible efforts will be made to complete the process within the shortest possible time.

2.2.6 Participation

The GRM encourages all stakeholders to lodge complaints, and make suggestions, including improvements to the GRM. The GRM will ensure that project beneficiaries are included in the process of redressing grievances and incorporating suggestions where required. Matters concerning environmental and social management and involuntary resettlement or loss of livelihoods (where applicable) will be an integral part of the process.

2.2.7 Accessibility

The grievance redress procedures will be placed in convenient public locations (such as hospitals, schools, local councils) within the Project area, with full details and contacts for respective local ZESCO Offices and LFPPs. Applicable local language shall be used to assist those who may face barriers in terms of the English language and literacy. The communities within the Project area, including persons affected by the project will be made aware of the GRM with regards to their rights and procedures for making grievances, which will include options for raising complaints (such as anonymity, suggestion boxes, text messaging etc.) and appropriate referral pathways.

For the vulnerable and uneducated PAPs, the grievance procedures will be simple, accessible, flexible, just, fair and capable of being administered efficiently with minimum delay. In this regard, the Project developer shall keep updated records of grievances and their resolutions in the Project area, which records shall be consulted to validate claims.

2.3 Types of Complaints

This GRM will be accessible to all stakeholders in the Project area as a means for resolution of grievances which may occur throughout project implementation. These grievances could be related to environmental, social, health and safety, service delivery, application processes, gender bias, labour, compensation and any issues that may arise due to interactions between the labour workforce and host communities. Resettlement-related grievances, such as the valuation of assets, amount of compensation paid, level of consultation, non-fulfilment of contracts, and timing of compensation, amongst others, will also be handled by this process. Grievances will be handled through negotiation aimed at achieving consensus.

The GRM will be set up and administered at Project Implementation Unit (PIU) level. Records of grievances and responses will be maintained by the PIU.

Potential grievances and disputes that may arise during Project implementation may include:

- i. Inventory errors/omissions made during census survey as well as inadequate valuation of properties;
- ii. Disagreements on plot demarcations/ asset valuation;
- iii. Disputed ownership of properties due to death, divorce or multiple possession;
- iv. Where affected individual(s) opt for a settlement-based option and there is disagreement on the resettlement package;
- v. Dispute of alleged voluntary donation of land;
- vi. Unfair award of contracts;
- vii. Delayed payments to contractors;
- viii. Long procurement procedures;
- ix. Delayed commencement of sub-project activities; and
- x. Grievances related to: traffic safety, restricted access to homes and farms, dust, noise, other pollution, worker-community interactions, safety around electrical facilities and delayed household connections.

Grievance procedures for projects such as these, in the Zambian context, are generally guided by provisions for any matter decided upon by an authority to be taken to the immediate superior authority as an appellant authority. Aggrieved parties also have access to the Arbitration system and when all else fails, have recourse to the Court system for settlement of grievances.

To this effect the grievance procedure will be simple and administered in relation to the existing local grievance systems in the Project area as far as possible, to facilitate access and flexibility, while upholding a speedy, just and fair process. Annex 1 contains a sample grievance submission form that may be adapted for use in recording grievance cases.

3.0 GRIEVANCE REDRESS MECHANISM PROCEDURE

Mechanisms will be put in place to ensure that grievances are recorded and considered fairly and appropriately. These include:

- i. A register of grievances which will be held by the ZESCO District GRM Coordinator and LFP Persons, as guided by the Project Social Officer(s) / Gender-Based Violence Specialist as well as any other person(s) appointed by the Grievance Committee;



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- ii. Receipt of grievances will be acknowledged within stipulated timeframes for handling of complaints, through convenient means of communication such as written letters, verbally and email;
- iii. The grievance will be reviewed by the respective Grievance Committee and corrective action will be implemented. Should the complainant disagree on prescribed actions, the matter will be escalated as per prescribed referral pathway. The preferred course of action will be discussed with the affected person to ensure consensus in the resolution of the grievance; and
- iv. Relevant details of grievances, with outcomes, will be made available to the affected parties including an explanation of the approach and methodology used to resolve the grievance.

ZESCO will ensure an inclusive and consultative process with relevant stakeholders in the selection of project alignments/sittings, cognizant of a technical, environmental, economic and social parameters.

3.1 Channels of Reporting a Grievance

The channels for reporting a grievance are as indicated below:

- i. **Written complaint:** A grievance can be raised by formally writing to ZESCO and and/or the Project team about arising concerns and complaints;
- ii. **Verbal Complaint:** This is in a case where a complainant physically meets with the appointed focal persons to lodge in a grievance.
- iii. **Suggestion Box:** Suggestion boxes will also be put at various locations in the community for lodging grievance anonymously. However, emphasis shall be put that complainants should provide sufficient details to enable the receiver of the grievance make appropriate action.
- iv. **Phone call:** Phone numbers will also be provided as a means of lodging in grievances. This includes existing GBV emergency toll numbers for GBV/SEAH related grievances.

Contact channels to be provided for easy communication from various categories of aggrieved parties include:



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- i. Contact Details:
- ii. Dedicated Email:
- iii. Dedicated Email Addresses
- iv. Postal Address for Letters and other official Notifications:

ZESCO will institute a multi-level process for resolving any disputes over asset inventories and valuations as recommended in the document. On the premise that disputes are most amicably resolved informally at the local level, ZESCO will first work through the Local GRM (LGRM) Committee to resolve disputes, which may be referred for resolution to the Project Grievance Redress Committee PGRC (PIU Level) if unresolved at the first committee.

3.2 Steps in Implementing the GRM

3.2.1 Selection of Local Focal Point Persons

Selection and establishment of LFPPs for receiving and registering complaints at community and district level is one of the first actions in the implementation of the GRM and these should be clearly identified and established. The ZTIP runs through 8 districts with over 75 communities spread on a corridor stretching for a distance over 600km. For the ZTIP, at community level, each community will have 2 LFPPs, that is, one male and one female, whose role will be to receive and register grievances. The LFPPs will be selected through a transparent process of nomination and voting among community members. The LFPPs will have log books for registering grievance and will be reporting to the Local Grievance Redress committee (LGRC). At district level, there will be a GRM Coordinator, who will be an officer selected from the local ZESCO office.

The LGRC will work in collaboration with the existing traditional authority structures in respective chiefdoms traversed by the project. The primary requirement for an LFPP is that they should be respected persons from within the community, have knowledge of the local culture, be able to communicate fluently in the local language of the community, of communication, and should be able to record the grievances, received verbally and through other means such as suggestion boxes, in the grievance log book.

3.2.2 Receiving Grievances

As highlighted in section 3.1 various methods of logging complaints will be provided. At community/local level the selected LFPPs will be receiving grievances reported at



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community or village centres and record them in log books. Grievances reported at district level where ZESCO stations are present will be received and recorded by the GRM District Coordinator who is a selected ZESCO employee at that station. The roles of LFPPs and District Coordinators will be receiving and recording the grievances in their logbooks at community and district level respectively. Complaints may also be lodged to an appointed officer from the Project Implementation Unit (PIU), such as the Social Officer or GBV Specialist. The recorded grievance must be read and explained to the complainant to confirm whether the grievance has been recorded correctly. The LFPPs and District Coordinator will be members of the Local Grievance Committee who will be reporting unresolved issues to PGRC at project management level.

3.2.3 Recording Grievance

Grievances received from LFPPs, Coordinators and those directly reported to the PIU will be recorded in the GRM Tracker by the appointed Social Officer or GBV Specialist within 2 days of receiving the complaint. Following the recording of the lodged grievance, the GRM referral process will be implemented and includes investigating the grievance, consulting relevant persons within the project site, defining and implementing resolution actions, following up on implementation and completion of resolution actions, tracking progress of individual grievances, and referral to the judicial system if the grievance is not resolved at LGRC and PGRC levels.

Confidentiality will be ensured in all instances where grievances are lodged, including when the person making the complaint is known. This will ensure the stakeholder remains anonymous throughout the process, unless they wish to be known. Specific procedures for GBV and SEAH including confidential reporting with safe and ethical documentation of such cases will be handled by respective and appropriate service providers determined on a case by case basis.

3.2.4 Investigation and Assessment

The delegated responsible officer/s from the PIU at Local GRC level for investigating the complaint will gather facts in order to generate a clear picture of the circumstances surrounding the grievance within 7 days following acknowledgment and recording of grievance in the tracker. Investigations shall be done for GBV/SEAH cases and other grievances. All GBV/SEAH related complaints shall be reported to respective GBV service providers outside the GRM committees. However, progress of cases shall be monitored



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through the GBV Specialist under the PIU. The rest of the grievances shall be investigated as per roles and responsibilities of respective GRCs.

Investigation findings will be used to provide information for decision making and recommendation of appropriate remedies. Verbal and then written feedback will be provided to the stakeholder that raised the grievance to enable that a record of correspondence is retained. At this stage an opportunity to seek further clarifications on issues from the grievance or request for further information will be done. If grievance is considered out of the scope of this GRM, the assigned officer/s will draft a response explaining why it is out-of-scope and thereafter provide guidance on further avenues for appropriate feedback.

The following is a summarized criterion that will be used to assess and verify that the grievance is within the scope of the Project:

- i. The complainant is directly affected by the project;
- ii. The complaint has a direct relationship to the project;
- iii. The issues raised in the complaint fall within the scope of the issues that the GRM is mandated to address.

A response will be formulated on how to proceed with the grievance and the affected person or complainant will be communicated to on the way forward. The response will be guided by the following steps:

- i. Acceptance or rejection of the grievance
- ii. Reasons for acceptance or rejection of the grievance
- iii. Next steps – where to forward the grievance
- iv. If accepted, further documents and evidence may be required for investigation e.g. for land conflicts, documents of ownership and maps maybe required to assist in investigation.

Following acceptance of grievance and determination of being within scope, an investigation will be instituted. Investigation of the grievance may include the following;

- i. On site visit and verification;
- ii. Focus Group discussions and interviews with key informers;

- iii. Desk top review of available and/or provided documents (reports, procedures, regulations and policies, title deeds and maps); and
- iv. Consultations with local authorities, traditional leadership and relevant institutions.

The investigations will gather facts in order to generate a clear picture of the circumstances surrounding the grievance.

3.2.5 Resolution and Response

The results of the investigation, and the proposed response to the complainant, will be presented for consideration to the LGRC. Once a decision has been made on the course of action and on the response to be provided to the aggrieved, the actions will be described, and response communicated to the aggrieved. All issues not resolved by the LGRC will be referred to the PGRC at project management Level.

If the grievance is resolved at that level, then the affected shall be informed of the outcome, through appropriate means, with a copy to the Chairperson of the respective Committee. Unresolved grievances by the LGRC and PGRC shall be referred to arbitration/courts of law.

3.2.6 Appeal/Arbitration

If there is dissatisfaction from affected individuals/groups that cannot be resolved within the Project's proposed grievance resolution process, the matter shall be referred to arbitration within 30 days, pursuant to the Arbitration Act No. 19 of 2000 and in accordance with arbitration procedures published by the Chartered Institute of Arbitrators, Zambia Branch. The arbitration shall be chaired by one arbitrator who shall be appointed by written agreement of both parties. Where the parties fail to agree on an arbitrator, each party shall in writing appoint one arbitrator, and the third arbitrator who shall be the chairman of the arbitration tribunal shall be appointed by written agreement of both parties, and in default of agreement, by the President of the Chartered Institute of Arbitrators, Zambia Branch. The following will apply to the arbitration process:

- i. The decision of the arbitration panel shall be final and binding to the parties;
- ii. The seat of arbitration shall be Lusaka, Zambia; and
- iii. Nothing shall prevent or delay a party from making claims or seeking injunctive or interlocutory relief in any court of competent jurisdiction in Zambia.

3.2.7 Courts of Law

It should be noted that arbitration only works where the parties to a dispute agree to resolve a difference through arbitration. Where there is no consent, then a court of jurisdiction may be used to resolve a dispute.

3.2.8 GRM Process Management

The GRM set up for the Project will build on both traditional conflict-resolution flows as well as administrative and Project based steps to ensure community members or any stakeholders have an opportunity and means to raise their concerns or to provide suggestions regarding Project-related activities.

A reporting line of received (and addressed) grievances will also be clearly defined, so that the PIU will have a full complement of data. Grievances will be categorized and recorded at each level of the GRM structure and consolidated periodically in a project grievance tracker by the Social Officer or GBV Specialist and informed by the District GRM Coordinator at the local ZESCO office. All documents related to grievances management both hard and soft copies shall be kept and managed by respective appointed officers at the PIU. The tracker will be used to monitor progress and detect potential obstacles in the Project implementation of the GRM. The tracker will be set up as a Microsoft Excel file, and upgraded into other software as and when needed as the Project progresses. The tracker will be under the custody of the Social Officer and will be made available and easily accessible to the PIU to allow ease of transition as the Project transitions between phases and in the event of any change of staff appointed with responsibility of updating progress of activities within the defined scope of the GRM.

During the participatory assessment process for Project preparation and sensitization sessions, the Project's GRM ("communication steps" for beneficiaries) will be explained so that all stakeholders are aware and encouraged to use the Mechanism for transparency and desired Project outcomes. To better inform stakeholders, the Project will prepare materials (e.g., posters, leaflets) in a widely spoken local language and displayed in public accessed areas¹ as part of the communication activities, in addition to other interventions as may be deemed appropriate. Chart 1 summarises the Grievance Redress Process.

¹ These may include ZESCO Branch Offices, Local Authorities offices, Hospital/Rural Health Centers, Schools etc.

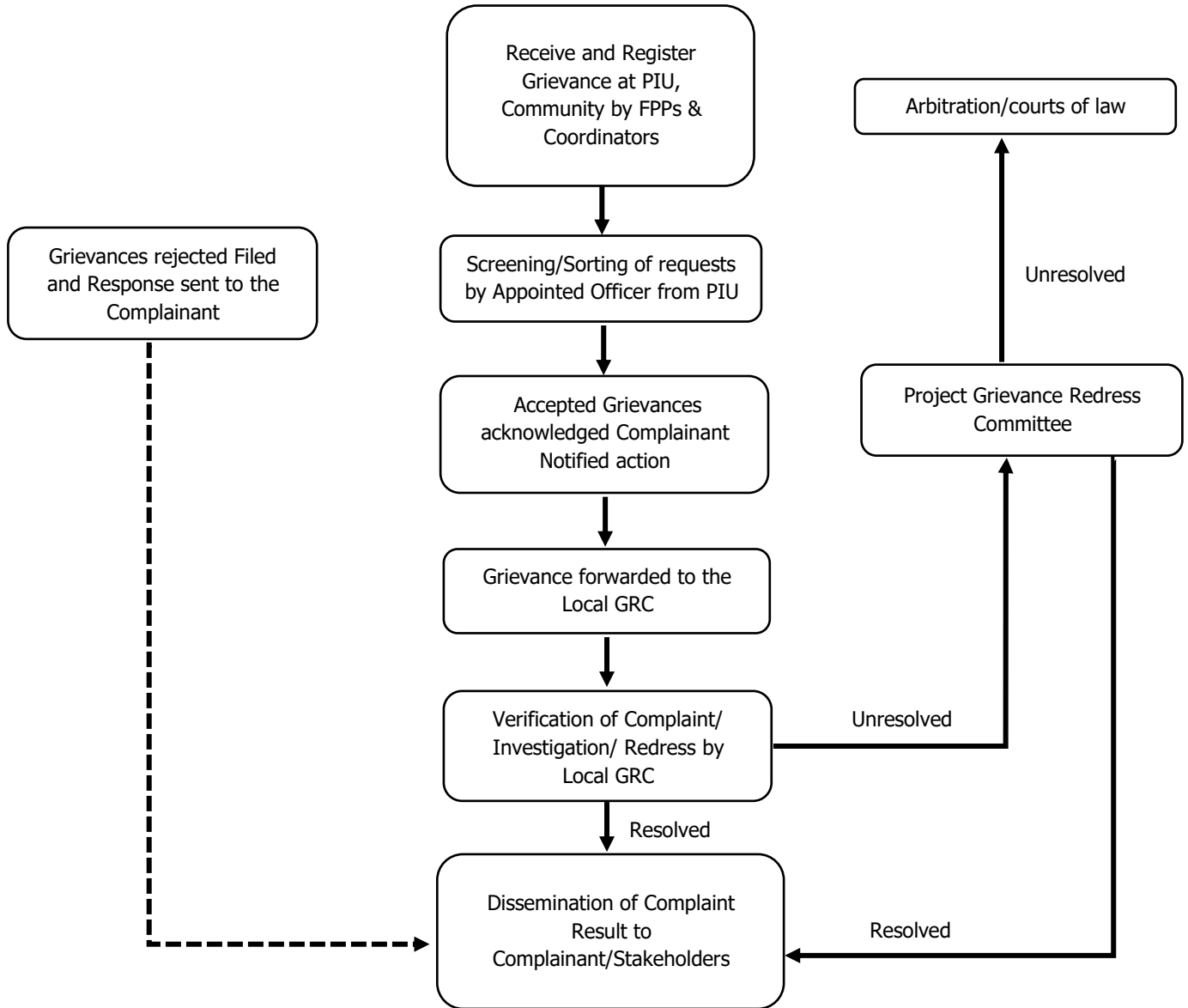


Chart 1: Summary of Grievance Redress Process

The illustration in Figure 1 summarizes the procedure and key steps for grievances redress mechanism while Table 1 stipulates the timeframes for the Process.



Figure 1: Key Steps in the Grievances Redress Mechanism

3.2.9 Timeframes for Grievance Redress

Table 1 highlights the suggested timeframes for grievance management. All grievances related to the Project, irrespective of their nature and size shall be considered and corrective actions taken within reasonable time. All possible efforts will be made to complete the process within the shortest possible time.

Table 1: Suggested Timeframes for Grievance Redress

PROCESS	TIME FRAME
Receive and register grievance	Within 2 Days
Acknowledge, assess grievance and assign responsibility	Within 7 Days
Development of response	Within 3 Days
Implementation of response if agreement is reached	Within 2 weeks
Close grievance	Within 5 Days
Initiate grievance review process if no agreement is reached at the first instance	Within 2 weeks
Implement, review recommendation and close grievance	Within 2 weeks
Grievance taken to court by complainant	This will depend on the type of grievance

3.3 Grievance Redress Committees Composition

The various GRM Committees shall be composed as stated below.

3.3.1 Project Grievance Redress Committee

The Project Grievance Redress Committee shall be composed of:

- i. Director Planning & Projects – ZESCO
- ii. Project Manager – ZTIP, ZESCO Limited ZTIP;
- iii. Head – Environment, ZESCO Limited



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- iv. Representative from Ministry of Energy
- v. Chief Environmental and Social Analyst ZTIP
- vi. Technical Manager ZTIP
- vii. Chief Social Officer – ZESCO
- viii. GBV Specialist – ZTIP

The Chairperson for the committee shall be the Project Manager ZTIP. The Committee shall sit as and when need arises for resolution of grievances unresolved at the LGRC level.

3.3.2 Project Grievance Redress Committee Roles & Responsibilities

- i. Resolving and addressing complaints categorized at Level 3 and 4 (**Error! Reference source not found.**);
- ii. Reviewing appeals lodged against the resolutions of LGRC;
- iii. Considering and determining corrective measures in the light of comments and suggestions received by the LGRC ;
- iv. Monitoring GRM handling by the LGRC and reviewing resolutions suggested thereof;
- v. Reporting to ZESCO Corporate Leadership unresolved grievances at project management level
- vi. Constituting special committees if required under unusual circumstances for redress of grievance of exigent nature and/or for resolutions of complaints requiring broader inquisitorial procedures.

3.3.3 Local Grievance Redress Committee

The Committee shall be composed as follows:

- i. Chiefs Representative
- ii. Headman / Headwoman
- iii. Community Representatives (Man, Woman, Youth)
- iv. Local Focal Point Person(s)
- v. GRM District Coordinator (where applicable)
- vi. Social Office – ZTIP
- vii. Local Non-Governmental Organisations (where required)
- viii. Victim Support Unit (where required)
- ix. Health Centres (where required)

- x. Representative from Ministry of Community Development and Social Welfare Officer (where required)

The Chiefs Representative shall chair the committee at this level. Community representatives and affected peoples' representatives will be part of the contracts to be signed by the affected persons, and all complaints of non-fulfilment of contracts, levels of compensation and seizure of assets, shall be addressed to the Local and District Authorities in the area either in person or in writing. All stakeholders will be made aware of the GRM through ZESCOs sensitisation to communities on the provisions of this mechanism.

3.3.4 Local Grievance Redress Committee Roles & Responsibilities

The roles and responsibilities of the Local Grievance Redress Committee are as stipulated below:

- i. Receive, log and track all grievances received;
- ii. Resolving and addressing complaints categorized at Level 1 and 2 (**Error! Reference source not found.**);
- iii. Provide regular status updates on grievances to complainants, ZTIP PIU and other relevant Stakeholders as applicable.
- iv. Engage the ZTIP PIU and other relevant stakeholders in grievance resolution.
- v. Process and propose solutions and courses of actions related to specific grievances within a period not exceeding 10 working days from receipt of the complaint;
- vi. Identify growing trends in grievances being reported and recommend possible measures to avoid the same;
- vii. Receive and service requests for, and suggest the use of, mediation or facilitation;
- viii. Regular reporting to PGRC on all unresolved grievance for further assessment
- ix. Ensure increased awareness, accessibility, predictability, transparency, legitimacy, and credibility of the GRM process;
- x. Collaborate with relevant local institutions and NGOs to conduct outreach initiatives to increase awareness among stakeholders on the existence of the GRM, its purpose and how its services can be accessed;
- xi. Ensure continual education to stakeholders about the relevant laws and policies that they need to be aware of to participate in the development of effective resolutions to grievances likely to come before the ZTIP GRM; and
- xii. Monitor and follow up grievance resolutions, as appropriate.

Table 2 outlines the entry points and decision-making at respective levels of the GRM process.

Table 2: Complaint Levels and Response Process

Level	Description	Type of Request	Authority for Redress	Authority for Appeal
Level - 1	1.1 Complaints regarding E&S matters	Complaint	LGRC	PGRC
	1.2 Complaints regarding resettlement and compensation issues	Complaint	LGRC	PGRC
	1.3 Suggestion/comments regarding implementation of ESMP & RCAP	Suggestion/comment	LGRC	PGRC
	1.4 Complaints against staff involved in E&S and RCAP	Complaint	LGRC	PGRC
Level - 2	2.1 Complaint pertaining to site selection /technological designs	Complaint	LGRC	PGRC
	2.2 Complaint Regarding Technical Staff	Complaint	LGRC	PGRC
	2.3 Complaints regarding implementation of interventions pertaining to technical project scope	Complaint	LGRC	PGRC
	2.4 Complaints regarding contractor implementation of technical project scope	Complaint	LGRC	PGRC
	2.5 Suggestions/Comments on Implementation of interventions of technical project scope	Suggestion/Comment	LGRC	PGRC
Level - 3	3.1 Complaint against Contractors	Complaint	PGRC	ZESCO Corporate Leadership



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Level	Description	Type of Request	Authority for Redress	Authority for Appeal
	3.2 Complaint against PIU Staff	Complaint	PGRC	ZESCO Corporate Leadership
	3.3 General complaint regarding malpractices without documentation/detail	Complaint	PGRC	ZESCO Corporate Leadership
	3.4 Complaints submitted by PIU Staff pertaining to personal matters/issues	Complaint	PGRC	ZESCO Corporate Leadership
	3.5 Complaints received from Government Representatives	Complaint	PGRC	ZESCO Corporate Leadership
Level - 4	4.1 Complaint regarding procurement of goods and services	Complaint	PGRC	Arbitration
	4.2 Complaint pertaining to malpractice by contractor/PIU and/or consultants	Complaint	PGRC	Arbitration
	4.3 Complaint against harassment	Complaint	PGRC	Arbitration
	4.4 Claims against Project	Complaint	PGRC	Arbitration
	4.5 Queries /complaints from Public Representatives	Complaint	PGRC	Arbitration
	4.6 Comments/suggestions on change in design and scope of Project interventions	Suggestion/ Comment	PGRC	Arbitration

Figure 2 shows the hierarchy of the various committees with respect to the GRM process.



Figure 2: Grievance Redress Committees



4.0 GENDER BASED VIOLENCE/SEXUAL EXPLOITATION ABUSE AND HARASSMENT RELATED GRIEVANCES

This GRM will respond to GBV/SEAH cases in accordance with the ZTIP GBV/SEAH action plan.

4.1 GBV/SEAH Service Providers

The GRM will also receive GBV/SEAH complaints, however, the LFPPs and GRM District Coordinators will not investigate but merely refer to relevant GBV service providers. These GBV service providers will include, among others legal, psycho-social, medical care, safety and security-related support to GBV survivors. The list of GBV service providers available in the Project area can be accessed from the Republic of Zambia Gender Division Gender-Based Violence Referral Pathway Service Directory which is accessible at: <https://tinyurl.com/2hsyu6v4>.

This directory provides a list of GBV/SEAH service providers mapped and available in the Project area (Province and District). Where information on GBV service providers is not available for a province or district, mapping will be done, and information updated and presented in this GRM.

4.2 Procedure for Handling GBV/SEAH Related Grievances

The steps and processes to be followed when handling a GBV/SEAH related grievances are highlighted below:

i. Step 1: Submission of Complaint

Safe and confidential reporting channels will operate at all levels to enable the submission of grievances with whoever the complainant feels more comfortable with. This includes;

- The Local Focal Point Person (LFPP);
- The GRM District Coordinator, ZESCO representative at local office; and
- The PIU, through the GBV Specialist and Social Safeguards specialist.
- Directly to GBV Service Providers.



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Complaints can be submitted by multiple types of complainants (e.g., GBV survivors, witnesses, or whistleblowers) using the following channels;

- Face to face
- Calling 933 National toll-free line for GBV
- In writing

ii. Step 2: Recording of the Complaint

For complaints reported through the local GRM structures, the LFPP will record the details in the GBV/SEAH Incident Reporting Form (Annex 2) without divulging personal identifier details about the survivor. He/she will also be responsible for recording the basic necessary information in the logbook. Information in the logbook will be limited to the following;

- Case number
- Person who received the case,
- To where the referral was made
- The person who received it (acknowledged receipt through signing in logbook for easy follow up/tracking)
- A column which shows the status of a case i.e. pending or closed.

The LFPP is tasked with maintaining the details of the grievance completely confidential and store the GBV/SEAH Incident Report Forms in a dedicated folder/secure place until the GBV Specialist collects these forms and stores them in secure cabinets.

In addition to the forms, a logbook at the PIU will be used to record all cases received related to GBV/SEAH to be kept and monitored by the GBV Specialist/Social Specialist. They will be responsible for sorting, processing, and monitoring these grievances.

The GBV Specialist will report the anonymized incident (with the consent of the survivor), within 24 hours of receiving it, to the Project Manager, and they, in turn, will inform the World Bank on the allegation within 24 hours of receipt.

Some survivors may choose to directly go to the referral services. In these instances, contact persons at referral organisations must be advised to report cases purported to be project related to the GBV specialist, Social Specialist, LFPP, or GRM District

Coordinator Focal Point Person so they can record all cases for tracking. Sample of GRM Tracker for the ZTIP is presented in annex 3.

iii. Step 3: Consent and Referral

The LFPP will obtain the survivor's informed consent by completing the Consent Form - Part 2 of the GBV/SEAH Incident Report Form (Annex 2) before referring the survivor to the appropriate GBV/SEAH support service. The choice to access the services ultimately resides with the survivor. Where the survivor does not provide informed consent for information sharing regarding their case, the LFPP or GRM District Coordinator provides the survivor with information on available GBV related services to allow the survivor to decide whether to access the services or not. If consent is granted, the LFPP or GRM District Coordinator assesses the risks to the survivor and where feasible, identifies the most appropriate service provider to whom they should be referred.

Where the complainant is not the survivor, the complainant will be encouraged to reach out to the survivor and explain the potential benefit of coming forward alone or with the person reporting. If there is a credible concern about the safety of the survivor, the LFPP may attempt to approach the survivor directly to offer a referral to services if consent is granted. These services may include legal, psychosocial, medical care, safety and security-related support.

iv. Step 4: Investigation

If the survivor opts to formally proceed with the complaint, the GBV Specialist communicates the allegation to the GBV/SEAH committee (comprised by her/him, the Chief Environmental and Social Analyst, the Project Manager, at least one member of a local service provider and a representative of the contractor (if relevant)) for review and consideration, and to determine if the allegation is linked to the Project. The Committee promptly considers the allegation within 5 days of its receipt.

If the complaint is not project-related, the process ends at providing referrals and one follow-up before closing the case. If the complaint is project-related, suspected perpetrators temporarily cease to participate in project activities, such as being put on leave or not being allowed to participate in project activities until the investigation

is complete, if their participation could result in interference with the matter or pose further harm to the survivor.

Disciplinary action to take for perpetrators, in line with codes of conduct and/or applicable legislation, may include the following, depending on the severity of the case:

- Informal or formal warnings,
- Additional training,
- Loss of salary,
- Suspension or termination of employment (with or without payment of salary),
- Report to the police or other authorities as warranted

v. Step 5: Closure

If the survivor does not wish that disciplinary action be pursued, and has not pursued legal action independently, the process will be closed after the referral to service(s) has been provided.

In cases where the survivor seeks disciplinary action to be pursued or where the survivor pursues independent legal action, the process is closed in the GBV/SEAH GRM once that disciplinary or legal action has been initiated. The GRM's logbooks (at all levels) should show the results of the referral and the chosen follow-up action (i.e., employment sanction or judicial verdict). Should the survivor seek further assistance, the survivor may return to the GRM.

Once the survivor has accessed the necessary services, investigations concluded, and the survivor is satisfied with the outcome, the case is closed.

The GBV/SEAH reporting procedure is presented in Figure 3.

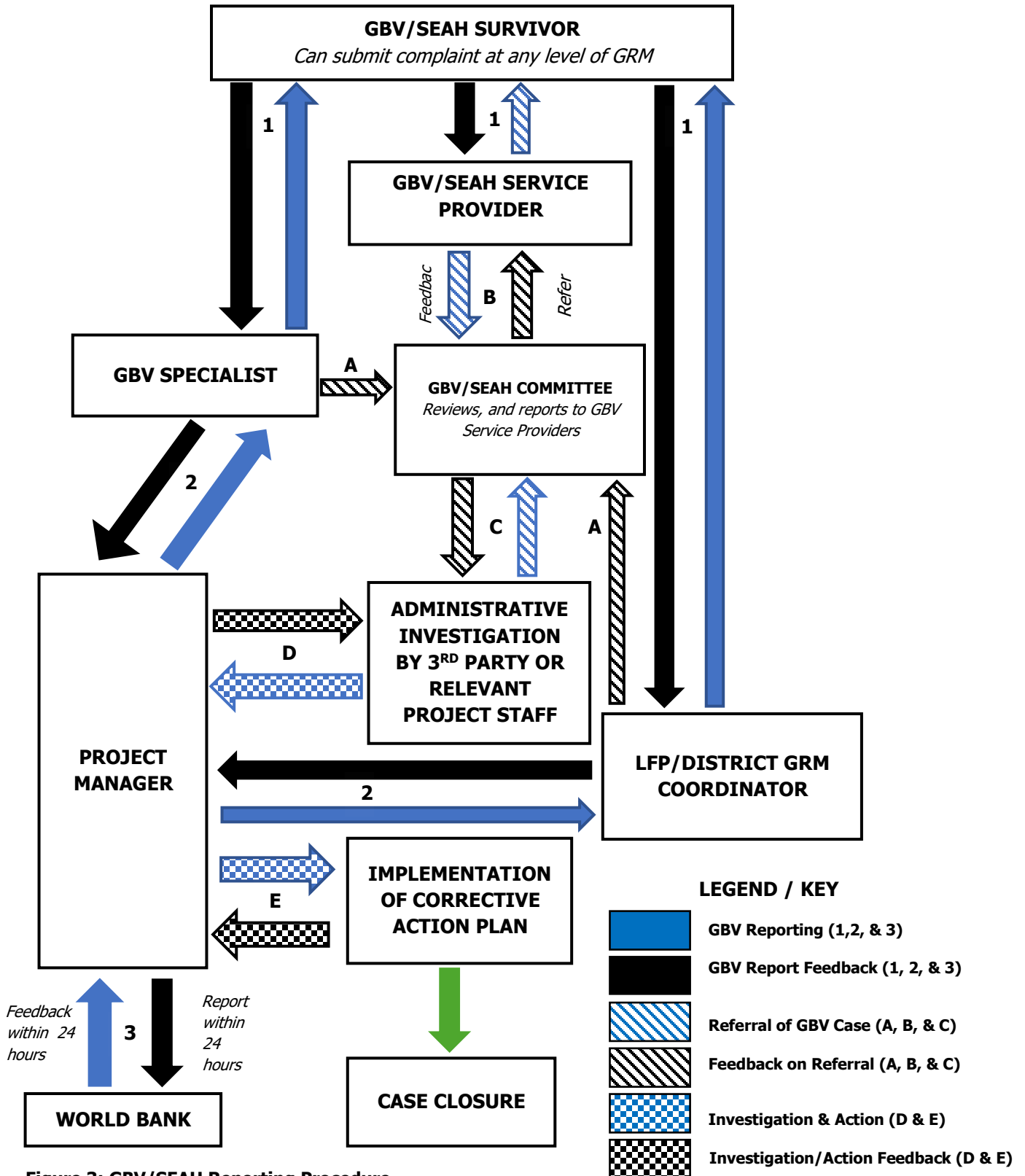


Figure 3: GBV/SEAH Reporting Procedure

5.0 MONITORING AND EVALUATION

All grievances and complaints including suggestions/comments on the GRM will be categorized and recorded at each level of the structure and consolidated periodically in a Project grievance tracker. The PIU will have a full set of the database. The database will be an effective management tool to monitor progress and detect potential obstacles in the Project implementation.

The GRM will be part of the project reporting on a monthly basis or as may be deemed necessary depending on prevailing circumstances. Monitoring and evaluation criteria will include the following:

- i. Number and description of the grievances registered over a specified time frame;
- ii. Percentage of complaints resolved, and percentage that resorted to legal route;
- iii. Time taken to resolve the complaints against the GRM time stipulations;
- iv. Number of complainants by gender;
- v. Percentage resolutions;
- vi. Number of Referrals;
- vii. Ongoing efforts at resolutions; and
- viii. Status of implementation of ongoing resolutions.

Bi-annually, the GRM will be available to the public, a report describing the work of the GRM, listing the number and nature of the grievances received and processed in the previous six (6) months. The level of detail provided with regards to any individual grievance will depend on the sensitivity of the issues and stakeholder concerns about confidentiality, while providing appropriate transparency about the activities of the GRM. The report will also highlight key trends in emerging conflicts, grievances and dispute resolution.



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ANNEX 1: Grievance Submission Form

ZTIP Project			
Section 1: Complainant Details			
Grievance Reference Number:	Date received:	Submitted by:	Name of person recording the grievance:
		<input type="checkbox"/> Person submitting grievance <input type="checkbox"/> Male/Female <input type="checkbox"/> Other (please specify who)	
Name of Complainant / Organisation registering complaint (or write Anonymous):			
Address:	Telephone Number:	Email address:	How was the grievance lodged:
			<input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> At Community Meeting <input type="checkbox"/> By Mail <input type="checkbox"/> By Email
Signature of Complainant:	Confirm that the Grievance has been acknowledged and a copy of this form provided to the complainant?		
	<input type="checkbox"/> Yes	Date:	
Section 2: Details about the Grievance			
Description of Grievance:			
Section 3: Action Taken / Required			
Acknowledgement of grievance sent to Complainant? (Y/N)	Date when Acknowledgment provided:	Date set for resolution of Complaint:	Date logged in Grievance Log by Complaints handling Officer:
Grievance classification:	Reason(s) why:		Manager/safeguard specialist/Director responsible for addressing grievance:
<input type="checkbox"/> Critical priority <input type="checkbox"/> Medium priority <input type="checkbox"/> Low priority			



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Description of action required (to be updated as needed):		
Action carried out by:	Date of Completion:	Method of feedback to Complainant:
Stakeholder response to action:		
Section 4: Effectiveness Review		
Status of Grievance:	Date:	
To what extent has the grievance been addressed to the satisfaction of the complainant:		
Grievance Closed:	Date:	Signed off: Manager/safeguard specialist/Director responsible



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ANNEX 2: GBV/SEAH Incident Reporting Form

Part I: Complaint Form

Case number:	
Full name of the complainant (optional):	
Date of Birth (Approximate if necessary):	
Incident reported by:	<input type="checkbox"/> Survivor <input type="checkbox"/> Family Member <input type="checkbox"/> Friend <input type="checkbox"/> Caregiver/Guardian <input type="checkbox"/> Other, specify
Date of interview (day/month/year):	Time: Location:
Date of incident (day/month/year):	Time: Location:
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Is the client a person with a disability?	<input type="checkbox"/> No <input type="checkbox"/> Mental <input type="checkbox"/> Physical <input type="checkbox"/> Both
General area of residence (Do not specify physical address)	
Is the client an Unaccompanied Minor, Separated Child, or Other Vulnerable Child?	<input type="checkbox"/> No <input type="checkbox"/> Unaccompanied Minor <input type="checkbox"/> Separated Child <input type="checkbox"/> Other Vulnerable Child
Has the complainant sought any type of medical care?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Account of the incident/Description of the incident (summarize the details of the incident in the client's words)	
Was money, goods, benefits, and/or services exchanged in relation to the incident?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Is the perpetrator known:	<input type="checkbox"/> No <input type="checkbox"/> Yes



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<p>If known, is the perpetrator associated with the project?</p>	<p><input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Don't know</p>
<p>Is the client at risk of retaliation by perpetrator?</p>	<p><input type="checkbox"/> No <input type="checkbox"/> Yes</p>
<p>How would you like the issue to be resolved? What actions would like to take? When asking this question make sure you don't discourage anyone from making complaints and do NOT suggest a course of action on their behalf nor suggest any informal mediation.</p>	
<p>Would the complainant like to access available assistance (Counselling, GBV Case Management Service etc.)?</p>	<p><input type="checkbox"/> No <input type="checkbox"/> Yes</p>
<p>Type of Referral provided (tick all the apply)</p>	<p><input type="checkbox"/> Medical/Health Care <input type="checkbox"/> Safety and Security <input type="checkbox"/> Legal and Justice <input type="checkbox"/> Mental Health and Psychosocial Support <input type="checkbox"/> Protection and Shelter <input type="checkbox"/> Other e.g. NFI/Food/Cash (specify)</p>
<p>Is the client willing to provide a contact number/person for follow up?</p>	<p><input type="checkbox"/> Yes (Enter detail) <input type="checkbox"/> No</p>
<p>Incident Received by</p>	<p>Name: Position: Contact No: Date and Signature:</p>



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Part II: Consent Form

CONFIDENTIAL

Consent for release of information

(This form should be read and clearly explained to the complainant that he/she can choose from the listed options)

I, _____, give

(Indicate Full Name)

my permission for _____

(Indicate name and position of project representative)

to share information about the incident I have reported to them as explained below:

- I understand that by giving my permission I am agreeing to the sharing of the specific case information from my incident report with the appropriate service providers and/or other relevant parties;
- I understand that some non-identified information may also be shared for reporting purposes. Any information shared will ensure my confidentiality and anonymity so as not be specific to me or the incident and there will be no way for someone to identify me based on the information that is shared;
- I understand that the information will be treated with utmost confidentiality and respect and shared only as needed for reporting and to provide the assistance I request;
- I understand that releasing this information means that the service provider may come and talk to me;
- I understand that I have the right to change my mind about sharing information with the designated focal points or service providers listed below any point in time.

I would like information released to the following service providers:

YES	NO	SERVICE PROVIDER
		Protection Services:
		Medical Services:
		Psychosocial Services:
		Legal Assistance:
		Safe Space:
		Other (specify)

Signature or Thumbprint of Complainant _____ Date _____

Contact Number: _____

ANNEX 3: GRM Tracker for the Zambia Tanzania Interconnector



GRM Tracker -
ZTIP.xlsx