



**Managing the human-wildlife interface to  
sustain the flow of agro-ecosystem services  
and prevent illegal wildlife trafficking in the  
Kgalagadi and Ghanzi Drylands  
(KGDEP)**

**UNDP-GEF PIMS 5590 / GEF ID 9154**

**PROJECT-LEVEL GRIEVANCE REDRESS  
MECHANISM**

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## **1. Project Overview**

The GEF-financed, GEF 6 Child Project under the Global Wildlife Programme titled “Managing the human-wildlife interface to sustain the flow of agro-ecosystem services and prevent illegal wildlife trafficking in the Kgalagadi and Ghanzi Drylands Ecosystem” (KGDEP) seeks to improve the management of the human-wildlife interface in the Kgalagadi and Ghanzi Drylands of Botswana, in order to sustain the flow of agro-ecosystem services and prevent illegal wildlife trafficking. The project outcomes are structured under four impact pathways: (i) Increasing national capacity to tackle wildlife crime, including poaching, wildlife poisoning and illegal trafficking and trade (Component 1);(ii) creating incentives and building systems for wildlife protection by communities, including improved benefits from natural resource use/wildlife management, reduced human wildlife conflict, and diversified, non-consumptive alternative livelihoods (Component 2); (iii) Integrated landscape planning and sustainable land management (SLM) to secure wildlife migratory corridors and improve productivity in communal lands (Component 3); and (iv) gender mainstreaming, knowledge management and monitoring and evaluation. Component 1 has national reach, with some sub-regional and district-focused activities. Components 2 and 3 operate in the expansive domain between the 2 Kgalagadi Transfrontier Park and the Central Kalahari Game Reserve, including both Wildlife Management Areas and surrounding communal lands. Component 4 is cross-cutting. The project is being conducted in two districts of western Botswana: Ghanzi and Kgalagadi, covering approximately 224,850 km<sup>2</sup>.

All the implementation of the four components of the KGDEP could in one way or the other lead to grievances on the affected stakeholder particularly the communities which are at the first tier of the affected stakeholders. These grievances could be in the form of: abuse from the law enforcements authorities; lack of consultation particular on land use and community development issues, lack of inclusivity especially with regard to benefits arising from the project (tourism and value chain projects; displacement of individuals; barriers to access resources for personal/cultural/commercial use; social ills, Gender based violence; and environmental pollution which could be water, air, noise, and human waste.

The application of the UNDP Social and Environmental Screening Procedure (SESP) identified 17 potential social and environmental risks associated with this Project. Seven (7) of these risks are ranked as Substantial and ten (10) are rated as Moderate. The overall rating of the project from a UNDP standpoint was rated Substantial. In addition to the SESP, an Indigenous Peoples Planning Framework (IPPF) for the project area has been completed. An Environmental and Social Impact Assessment (ESIA) has been done. The survey involving Free, Prior and Informed Consent (FPIC) was completed in July 2022 and an Indigenous Peoples Plan (IPP) for the KGDEP area has been completed. A comprehensive ESMP was developed, and it lays out mitigation measures for coping with the risks that have been identified. The ESMP seeks to address all relevant issues related to the SES Overarching Principles and Project-level Standards. All the standards were relevant to the KGDEP project.

The project falls into the category of Biodiversity Conservation and Natural Resource Management. The project area in the western Kalahari is subject to climate change and has had periodic droughts and other climate-related disasters. Community health, safety, and security

issues are raised in situations where anti-poaching operations are on-going, and individuals and communities are at some risk of being impacted by these activities. Cultural heritage is important in the area, with the communities arguing for protection of the culturally significant sites, and protection of intellectual and cultural property rights are paramount. The KGDEP area has had a history of displacement and resettlement going back to the 19th century, and more recent efforts at resettlement have occurred in the 1990s and the new millennium.

An effective grievance redress mechanism is developed to ensure a formal system through which stakeholders can lodge any grievance that may arise. The grievance redress mechanism proposed provides a guide of how complaints would be resolved in a free, fair, transparent, timely, efficient and economical manner.

Effective grievance redress mechanisms help to:

- ensure accountability by providing a channel through which stakeholders can hold actors accountable for their obligations and commitments
- serve as an early warning system by helping to identify problems and close gaps in a timely and cost-effective manner, thereby avoiding escalation of problems into more entrenched or complex disputes
- identify recurring problems or grievances that may escalate by helping to identify underlying systemic issues that need to be addressed
- ensure respect for rights by providing a channel through which human rights abuses can be detected and redress obtained
- tackle corruption by providing a secure channel for victims and whistle-blowers to seek and achieve redress.

### **1.1 Grievance Redress Mechanism (GRM)**

The purpose of the GRM is to provide an effective avenue for expressing concerns and achieving remedial action for complaints by communities, to promote a mutually constructive relationship and to enhance the achievement of project development objectives. The Project has set up a Grievance Redress Mechanism (GRM) on traditional conflict-resolution flows as well as administrative and project-based steps to ensure community members or any stakeholders have the opportunity and means to raise their concerns, complaints, and suggestions. The project takes note of the existing institutional structures at the local and district level. These includes, Local authorities, Government legal institutions where individuals can raise their grievances and seek justice, in the event they feel aggrieved during the implementation of the KGDEP.

The project works across 36 villages in Kgalagadi District, and 18 villages across the Ghanzi district. Ideally the Project would set up local level Grievance Redress Committees (GRCs) however looking at the number of committees that would need to be set up this would not be practical. It is therefore, proposed that the communities form part of the main committee that will receive grievance across the project landscape however specific community members representatives, particular the traditional authorities, and members of the village development committees, and social respective development officers, will be co-opted into the committee when addressing issues of a particular village/settlement. These will not be standing members of the committee but will be brought in for a specific grievance affecting their respective localities.

A maximum of four (4) members of a Community will occasional be co-opted to the main committee and shall be selected by the local leadership forum, which will comprise of: the traditional Authority;

CBOs Board of Trust representatives; the Community level Social and Community Development office; Village extension team members. Selected members to the committed should be member of the village development structures which will accords them access to information therefore would bring onboard a meaningful contribution in the committed.

Members of the project Implementation Partners at Technical Reference Group (TRG) level, and community members shall form the GRM. The GRM shall take the responsibility of ensuring the functionality and accountability of the GRM to the communities and the Project Steering Committee (PSC) as outlined below.

## **2.1. Mandate of the GRM**

The mandate of the GRM will be to:

- a) receive and address any concerns, complaints, notices of emerging conflicts, or grievances (collectively “*Grievance*”) alleging actual or potential harm to affected person(s) (the “*Claimant(s)*”) arising from Project.
- b) assist in resolution of Grievances between and among Project Stakeholders; as well as the various Government Ministries, agencies, and commissions, CSOs and NGOs, and others (collectively, the “*Stakeholders*”) in the context of the Project.
- c) Conduct itself at all times in a flexible, collaborative, and transparent manner aimed at problem solving and consensus building.

## **2.2. Function of the GRM**

The functions of the GRM will be to:

- a) Receive, Log and Track all Grievances received.
- b) Provide regular status updates on Grievances to Claimants, Project Board, Project Steering Committee (PSC) members and other relevant Stakeholders, as applicable.
- c) Engage the PSC members, Government institutions and other relevant Stakeholders in Grievance resolution.
- d) Process and propose solutions and ways forward related to specific Grievances within a period not to exceed sixty (60) days from receipt of the Grievance.
- e) Identify growing trends in Grievances and recommend possible measures to avoid the same.
- f) Receive and service requests for, and suggest the use of, mediation or facilitation.
- g) Elaborate bi-annual reports, make said reports available to the public, and more generally work to maximize the disclosure of its work (including its reports, findings and outcomes);
- h) Ensure increased awareness, accessibility, predictability, transparency, legitimacy, and credibility of the GRM process.
- i) Collaborate with Partner Institutions and other stakeholders to conduct outreach initiatives to increase awareness among Stakeholders as to the existence of the GRM and how its services can be accessed.

- j) Ensure continuing education of PSC members and their respective institutions about the relevant laws and policies that they will need to be aware of to participate in the development of effective resolutions to Grievances likely to come before the GRM.
- k) Monitor follow up to Grievance resolutions, as appropriate.

### 2.3. Composition of the GRM

- a) The Department of Environmental Affairs (DEA)/PMU as the Implementing Partner representative, will be the Secretariat of the GRM.
- b) The GRM shall have the following committees:
  - i. The PSC is the high-level GRM Committee and shall comprise members of the PSC.
  - ii. A standing GRM Sub-Committee this will be made the Project Technical Reference Group (CTRGR), and community members who will be co-opted from time to time. The GRM Sub-Committee will be balanced in composition (government, non-government organization, and community representatives) and will not include any PSC members with a direct interest or role in the grievance/dispute; and
  - iii. The GRM Task Team. This level will be a grievance specific composition as and when required, thus this will be an Ad hoc GRM committee in response to specific grievance.
- c) The standing GRM Sub-Committee will be composed of:
  - i. Secretariat -Department of Environmental Affairs
  - ii. Chairperson- District Commissioner Officer.
  - iii. Member -Local Enterprise Authority.
  - iv. Member –Department of Wildlife and national Parks.
  - v. Member- Department of Wildlife and national Parks.
  - vi. Member – District Council Representatives in Ghanzi and Kgalagadi Districts.
  - vii. Member - Social and community development officers.
  - viii. Member -Ex-officio member- Co-opted Member Police Officer.
  - ix. 4 Members -Co-opted Village representatives which will be nominated from time to time (these will not be standing members of the committee).
- d) Members of the GRM committee will be required to sign a declaration of impartiality and confidentiality before adjudication of any grievance. The declaration of impartiality and confidentiality is attached as **Annexure 1**.

### 2.4. GRM Implementing Partner

In its role as GRM Secretariat, DEA will perform the following core functions:

- a) Publicize the existence of the GRM and the procedure for using it;
- b) Receive and log grievance for dispute resolution.
- c) Acknowledge receipt to the requestor.
- d) Determine eligibility of each reported grievance.

- e) Forward eligible grievance to the PSC or GRM committee for review and action, and
- f) Track and document efforts on the grievance/dispute resolution and their outcomes.

## **2.5. Role of the GRM Committee**

The PSC/GRM Sub-Committee and/or GRM Task Team will perform the following core functions:

- a) Take direct action to resolve the grievance/dispute (e.g., bring the relevant parties together to discuss and resolve the issue themselves with oversight by the PSC.
- b) Request further information to clarify the issue, and share that information with all relevant parties, or ensure that a government agency represented on the PSC took an appropriate administrative action to deal with a complaint.
- c) Refer the grievance/dispute to independent mediation, while maintaining oversight; or
- d) Determine that the request was outside the scope and mandate of the PSC and refer it elsewhere (e.g., Ministry of Justice and Police or to the courts).

## **2.6. Communicating a Grievance**

- i. A Grievance can be sent by any individual or group of individuals that believes it has been or will be harmed by the Project.
- ii. If a Grievance is to be lodged by a different individual or organization on behalf of those said to be affected, the Claimant must identify the individual and/or people on behalf of who the Grievance is submitted and provide written confirmation by the individual and/or people represented that they are giving the Claimant the authority to present the Grievance on their behalf. The GRM will take reasonable steps to verify this authority.
- iii. The GRM shall maintain a flexible approach with respect to receiving Grievances considering known local constraints with respect to communications and access to resources for some Stakeholders. A Grievance can be transmitted to the GRM by any means available (i.e., by email, letter, phone call, meeting, SMS, etc.). The contact information Implementing Partner is: Ministry of Environment and Tourism, email: [newt@gov.bw](mailto:newt@gov.bw), Tel: +267 3647900.]
- iv. To facilitate communications with and between the GRM and potential Claimants, the GRM will receive support from the PSC members' institutions, local government, and civil society organizations.
  - a) *What information should be included in a Grievance?*
    - a) A Grievance should be recorded and should include the following information:
      - i. the name of the individual or individuals making the Complaint (the "Claimant").
      - ii. a means for contacting the Claimant (email, phone, address, other).
      - iii. if the submission is on behalf of those alleging a potential or actual harm, the identity of those on whose behalf the Grievance is made, and written confirmation by those represented of the Claimant's authority to lodge the Grievance on their behalf.
      - iv. the description of the potential or actual harm.

- v. Claimant's statement of the risk of harm or actual harm (description of the risk/harm and those affected, names of the individual(s) or institutions responsible for the risk/harm, the location(s) and date(s) of harmful activity).
  - vi. what has been done by Claimant thus far to resolve the matter.
  - vii. whether the Claimant wishes that their identity is kept confidential; and
  - viii. the specific help requested from the GRM.
- b) complainants are not required to provide all the information listed above. Initially, the complainant need only provide enough information to determine eligibility. If insufficient information is provided, the GRM has an obligation to make a substantial, good faith effort to contact the complainant to request whatever additional information is needed to determine eligibility, and if eligible, to develop a proposed response.

## **2.7. Logging, acknowledgment, and tracking**

All Grievances and reports of conflict will be received, assigned a tracking number, acknowledged to Claimant, recorded electronically, and subject to periodic updates to the Claimant as well as the office file. This will be recorded in a case log as attached in Annexure 2. Within Seven (7) working days from the receipt of a Grievance, the GRM will send a written acknowledgement to Claimant of the Grievance received with the assigned tracking number.

## **2.8. Investigation and consensus building**

- a. Within Seven working days of receiving a Grievance, DEA will notify the PSC, GRM Sub-Committee (GRM SC), GRM Task Team (GRM TT), and any other relevant institutions of the receipt of the Grievance.
- b. If the PSC rather than the main GRM Committee, GRM Sub-committee or GRM TT is the primary body: The PSC will identify a specific team of individuals drawn from the PSC and/or their respective institutions to develop a response to the Grievance. The names of these individuals will be made available to the Claimant.
- c. The designated PSC members/GRM SC/GRM TT will promptly engage the Claimant and any other relevant Stakeholders deemed appropriate, to gather all necessary information regarding the Grievance.
- d. Through the PSC members/GRM SC/GRM TT, the GRM will have the authority to request from relevant Government institutions any information (documents or otherwise) relevant to resolving the Grievance and avoiding future Grievances of the same nature.
- e. As necessary, the PSC members/GRM SC/GRM TT will convene one or more meetings with relevant individuals and institutions in any location, or elsewhere in Botswana as needed.
- f. The objective of all investigative activities is to develop a thorough understanding of the issues and concerns raised in the Grievance and facilitate consensus around a proposed solution and way forward.



- g. The PSC members/GRM SC/GRM TT will seek the cooperation of their respective staff with the investigation.
- h. At any point during the investigation, the PSC members/GRM SC/GRM TT may determine that an onsite field investigation is necessary to properly understand the Grievance and develop an effective proposed solution and way forward.

## **2.9. Seeking Advisory Opinion and/or Technical Assistance**

At any point after receiving a Grievance and through to implementation of the proposed solution and way forward, the PSC members/GRM SC/GRM TT may seek the technical assistance and/or an advisory opinion from any entity or individual in Botswana or internationally which may reasonably be believed to be of assistance.

## **2.10. Proposed actions and solutions**

- a. The PSC members/GRM SC/GRM TT will communicate to the Claimant one or more proposed actions or resolutions and clearly articulate the reasons and basis for proposed way forward.
- b. If the Claimant does not accept the resolution, the PSC members/GRM SC/GRM TT will engage with the Claimant to provide alternative options.
- c. If the Claimant accepts the proposed solution and way forward, the GRM will continue to monitor the implementation directly and through the receipt of communications from the Claimant and other relevant parties. As necessary, the GRM may solicit information from the relevant parties and initiate renewed dialogue where appropriate.
- d. In all communications with the Claimant and other stakeholders, the GRM will be guided by its problem-solving role, non-coercive principles and process, and the voluntary, good faith nature of the interaction with the Claimant and other stakeholders.

## **2.11. Seeking Independent Mediation**

- a) For the option of independent mediation, mediators on the roster/panel should have at least the following qualifications:
  - i. professional experience and expertise in impartial mediation.
  - ii. knowledge of conservation and community development projects in Botswana and the region, including an understanding of indigenous and tribal culture and practices.
  - iii. Setswana proficiency.
  - iv. availability in principle for assignments of up to 20 days; and
  - v. willingness to declare all relationships and interests that may affect their ability to act as impartial mediators in particular cases.

- b) If mediation succeeded in resolving the dispute or grievance, the outcome will be documented by DEA and reviewed by the Task Team.
- c) If it is unsuccessful, stakeholders will have the option to return to the PSC members/GRM SC/GRM TT for assistance.

## **2.12. Escalation to UNDP's Accountability Mechanism**

In addition to the project-level GRM and national grievance redress mechanisms, complainants have the option to access UNDP's Accountability Mechanism, which include the Social and Environmental Compliance Unit (SECU) and the Stakeholder Response Mechanism (SRM).

### **a) *Social and Environmental Compliance Unit (SECU)***

- a) UNDP established SECU to ensure accountability to individuals and communities. SECU responds to complaints that UNDP may not be meeting its social and environmental commitments. Any person or community who believes the environment or their wellbeing may be affected by a UNDP-supported project or programme may file a complaint. A representative, such as a civil society organization, may also file a complaint on behalf of affected communities. People who file complaints may request that SECU protect their names and identities.

### **b) *Stakeholder Response Mechanism (SRM)***

- a) The Stakeholder Response Mechanism helps project-affected stakeholders, governments and others partners jointly resolve concerns and disputes. It is available when implementing partner and UNDP project-level stakeholder engagement processes have not successfully resolved issues of concern. UNDP Country Office management normally leads in stakeholder response; a headquarters function will also support the SRM.
- b) Any person or community potentially affected by a UNDP-supported project may file a request for a response from the Stakeholder Response Mechanism if they have raised their concerns with Implementing Partners and/or with UNDP through standard channels for stakeholder consultation and engagement and have not been satisfied with the response.
- c) If a person or community has a concern about the ability of the UNDP Country Office to respond fairly and effectively to the request, they have the option to file the request directly with the Stakeholder Response Mechanism at UNDP Headquarters in New York. Requests can be sent to the SRM through the Internet or through the mail.

### **c) *Where to File the Request***

- a) Aggrieved stakeholders can submit grievances to SECU or requests to SRM through the UNDP Country Office or directly to UNDP Headquarters in New York. Requests

can be made through online, email, toll-free telephone hotline (in any language), mail, or an in-person meeting with the Country Office Designee,

- **By phone** Call (costs are incurred by caller) using 001 (917) 207 4285. Skype is an affordable way to place such a call.
- **Submitting a Request by Post (in any language)** to: Attn: SECU/SRM, OAI, UNDP, 1 U.N. Plaza, 4th Floor New York, NY USA 10017
- **Submitting a Request by Email (in any language)** to: [secuhotline@undp.org](mailto:secuhotline@undp.org) / [stakeholder.response@undp.org](mailto:stakeholder.response@undp.org)

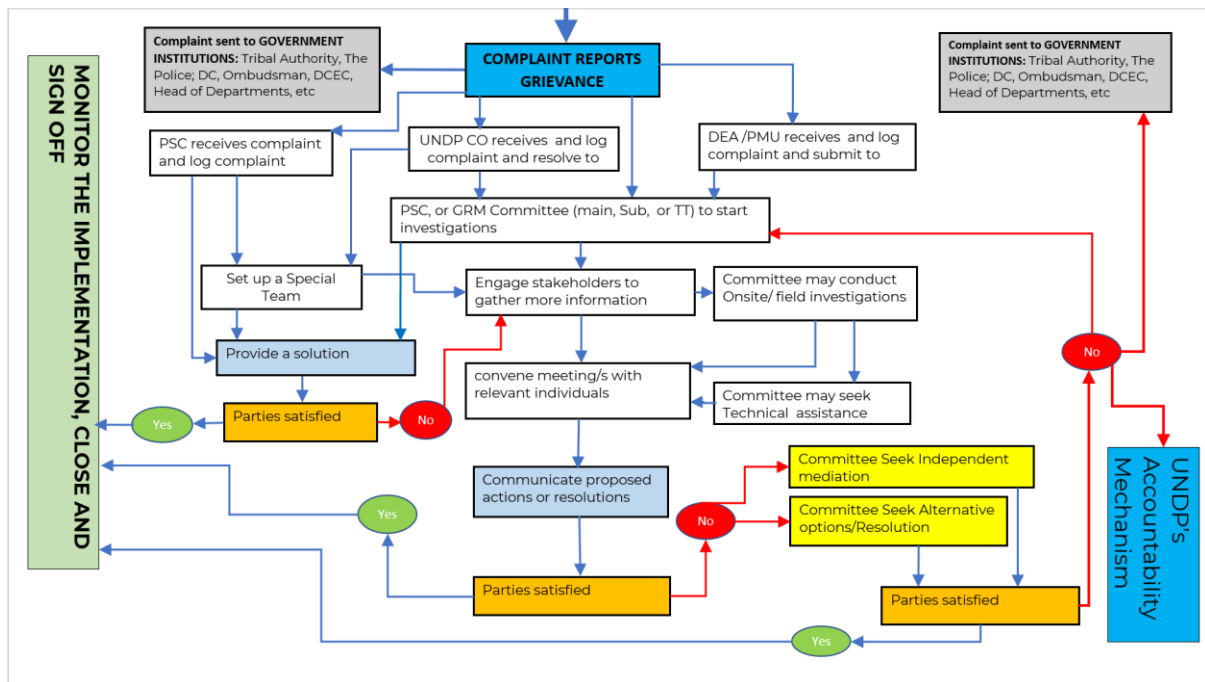
## 2.13. MAINTAINING COMMUNICATION AND STATUS UPDATES

- a) Some information may be made available to the Claimant and other stakeholders. The file/s for each Grievance may not be available for review by the Claimant and other Stakeholders involved in the Grievance, or their designated representative(s). Appropriate steps will be taken to provide as much information as possible and maintain the confidentiality of the Claimant if previously requested.
- b) The GRM will provide periodic updates to the Claimant regarding the status and current actions to resolve the Grievance. Not including the acknowledgment of receipt of the Grievance, such updates will occur within reasonable intervals (not greater than every thirty (30) days).
- c) The committee shall maintain a standard communication and feedback process to the claimant through the Secretariat according to the following timelines: Table 1 below presents turnaround time for GRM response process.

Description	Timelines
1. Receiving and Registering grievance	Within 1 day
2. Written Acknowledge, Assess and Assign	Within 7 days
3. Investigate and develop Response/resolution	Within 14 days
4. Provide Feedback to claimant	Within 30 days
5. Communicate first instance resolution and Implement resolution	Within 30 days
6. Escalate for arbitration if no solution is found above	Within 14 from above decision
7. Communicate and Implement resolution	Withing 14 days after decision of arbitration
8. Close Grievance	Within 2 months after agreed resolution in the first instance or after arbitration

## 2.14. GRM summary process flow

The chart below summarises the grievance redress mechanism overall communication and resolution process flow.



**Figure 1.** Summary Grievance redress and resolution process flow

### 2.15. Monitoring and Evaluation

- a. Bi-annually, the GRM will make 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 past six months, a date and description of the Grievances received, resolutions, referrals and ongoing efforts at resolution, and status of implementation of ongoing resolutions.
- b. The level of detail provided with regard 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.
- c. The report will also highlight key trends in emerging conflicts, Grievances, and dispute resolution, and make recommendations regarding:
  - i. measures that can be taken by the Government to avoid future harms and Grievances; and
  - ii. improvements to the GRM that would enhance its effectiveness, accessibility, predictability, transparency, legitimacy, credibility, and capacity.

### 3. Without Prejudice

The existence and use of this GRM is without prejudice to any existing rights under any other complaint mechanisms that an individual or group of individuals may otherwise

have access to under national or international law or the rules and regulations of other institutions, agencies or commissions.

#### 4. Cost of Implementing the GRM

An average budget estimate of USD 14683 is proposed for operationalizing the GRM presented in this report.

Table 1: Cost of implementing and operating the GRM

TASK	AMOUNT (USD)	PERSON RESPONSIBLE
Preliminary stakeholder engagements/awareness building	\$3,200.00	<ul style="list-style-type: none"> <li>• KGDEP Coordination and the GRM committee</li> <li>•</li> </ul>
Orientation and training workshop,	\$3,200.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
Preparation of communication materials (awareness and instructive materials), including suggestion boxes	\$2,000.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
Establish Telephone hotlines, Internet, Email and social platforms (Facebook, WhatsApp) hand set and airtime	\$500.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
Set up of GR infrastructure at PMU, including meetings and logistics	\$6,000.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
Logistic support to key community- based GRC members	\$6,000.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
Conduct GRM evaluation	\$3,000.00	<ul style="list-style-type: none"> <li>• GRM Committee and the PMU</li> </ul>
<b>TOTAL</b>	<b>\$23,900.00</b>	

**5. ANNEXURE 1. Declaration of impartiality and confidentiality**

***Managing the human-wildlife interface to sustain the flow of agro-ecosystem services and prevent illegal wildlife trafficking in the Kgalagadi and Ghanzi Drylands (KGDEP) UNDP-GEF PIMS 5590 / GEF ID 9154***

**PROJECT-LEVEL GRIEVANCE REDRESS MECHANISM**

I, the undersigned, hereby declare that I have been nominated and willingly agreed to be part of the Kgalagadi and Ghanzi Drylands *Ecosystem Project* (KGDEP) project level Grievance Redress Mechanism (GRM) committee. By making this declaration, I confirm that I have been briefed and familiarised myself with the expected personal conduct of a member of the committee during the execution of my role as a member of the committee and thereafter. I further declare that I shall execute my responsibilities with outmost confidentiality, honesty, and fairness.

I am independent, and not related to the aggrieved person/s or group or members of his family who stand to gain from the outcome of this grievance redress process. To the best of my knowledge and belief, there are no facts or circumstances, past or present, or that could arise in the foreseeable future, which might call into question my independence in the eyes of any party; and, should it become apparent during the course of the redress process that such a relationship exists or has been established, I will immediately cease to participate in this GRM committee.

I agree to hold in trust and confidence any information or documents ("confidential information") disclosed to me or discovered by me or prepared by me in the course of or as a result of the investigation into the matter and agree that it shall be used only for the purposes of this grievance redress process and shall not be disclosed to any third party, other than GRM committee structures, without due process and procedure. I also agree not to retain copies of any written information or prototypes supplied.

<b>Name</b>	
<b>Signed</b>	
<b>Date</b>	



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**ANNEXURE 2. GRM Case Log**

1. Case Number: \_\_\_\_\_  
*To be recorded as follows: GRM/(first three letters of the village name)/month/ year /case number in that village)*
2. Date: \_\_\_\_\_ Time: \_\_\_\_\_
3. Location reporting: \_\_\_\_\_ location of incident: \_\_\_\_\_
4. Report Received by: \_\_\_\_\_
5. Manner of reporting (e.g. in person, phone, text): \_\_\_\_\_
6. Do you wish to remain anonymous? \_\_\_\_\_
7. Name and Contact detail of reporting person the Claimant, (*optional*):  
\_\_\_\_\_
8. Gender of reporting person: \_\_\_\_\_ Age: \_\_\_\_\_
9. Any other person/s to confirm the case: (*Name and contact details*)
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_
  - d) \_\_\_\_\_
10. Who should be contact to address the case: \_\_\_\_\_





**c) Grievance redress Summary timelines and feedback expectations**

<b>Description</b>	<b>Timelines</b>
9. Receiving and Registering grievance	Within 1 day
10. Written Acknowledge, Assess and Assign	Within 7 days
11. Investigate and develop Response/resolution	Within 14 days
12. Provide Feedback to claimant	Within 30 days
13. Communicate first instance resolution and Implement resolution	Within 30 days
14. Escalate for arbitration if no solution is found above	Within 14 from above decision
15. Communicate and Implement resolution	Withing 14 days after decision of arbitration
16. Close Grievance	Within 2 months after agreed resolution in the first instance or after arbitration