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Fiji Rural Electrification Fund

Grievance Redress Mechanism (GRM)

The GRM allows all community members to raise issues, challenges related to the implementation of Fiji Rural Electrification Fund (FREF).

What is a Grievance?

A grievance is any complaint, concern, or dispute raised by an individual or community affected by the Fiji Rural Electrification Project (FREF). It reflects a perceived or actual harm resulting from project activities.

1. **Submit a Grievance:** Submit your grievance to the contacts below.
2. **Acknowledgement:** You will receive an acknowledgement of receipt for your grievance.
3. **Investigation:** Your grievance will be assessed and investigated.
4. **Resolution:** A resolution will be proposed, and you will be informed of the outcome.

Grievances may include, but are not limited to:

Livelihood Displacement: Adverse impacts on local income, land use, or resources.

Social Exclusion: Failure to ensure equitable access to project benefits for marginalized groups, including women, youth, and persons with disabilities.

Labor & Working Conditions: Breaches of fair labor practices, health and safety standards, or poor contractor management.

Environmental Degradation: Issues regarding pollution, waste management, or threats to local biodiversity.

Information & Engagement Gaps: Lack of meaningful stakeholder consultation or failure to provide project disclosures in a timely and culturally appropriate manner.

Contact Information:

Ashneel Chandra
FREF Project Coordinator
Phone: 844 4056
Email: ashneel.amitesh.chandra@undp.org

Catherine Heritage
FREF Project Associate
Phone: 715 2031
Email: catherine.heritage@undp.org