

Project Title: Improvement of Malalag-Mabay seaside Farm to Market Road
Project Location: Barangay Malalag & Barangay Mabay Maitum, Sarangani Province
Project Scale : 2.26 Km
Project Cost: PhP 22,618,703.27

A. Grievance Redress Mechanism-

As the procuring entity, the municipal Office already designated a grievance point person as indicated in the MLGU Executive Order No. 12 Series of 2015 Establishing the Grievance Redress Mechanism (GRM) and creating the Municipal GRM team for the implementation of Philippine Rural Development Program (PRDP) and Special Order in the name of Mr. Ildefonso O. Bergis as grievance focal person. If there are issues and concerns before the implementation of the project, they can approach the Municipal Grievance Focal Person to address their concerns. The GPPs will be responsible for the initial screening of feedbacks and complaints, as well as the organization of preliminary meetings with concerned parties to establish the critical path to resolution. A registry of feedback or grievances received will be maintained by the GPPs for reporting to the NPCO and the World Bank, specifically for associated follow up, resolution or non- resolution of issues. Feedback /grievance registries will be consolidated by the NPCO for discussions on how to further enhance PRDP systems based on the feedback and complaints.

The Grievance Investigation and Resolution process is outlined below:

- a. Step 1: Feedback / Complaint Form will be accomplished by beneficiaries, affected persons (APs) households (AHs) OR groups of households and sent to the GPP of the relevant body (PSOs, RPCOs or LGUs).
- b. Step 2: Feedbacks Complaint will be recorded in the registry. In case of complaints, the GPP will assess the validity of the grievance. If evaluated as valid, within 10 days from the date the complaint is received, the relevant LGU's GPP will organize meetings with the relevant agencies/contractors to discuss how to resolve the matter. All meetings will be recorded and copies of the minutes of minutes of meetings will be provided to beneficiaries or APs/AHs.
- c. Step 3: The relevant LGU Governor/Mayor's Office shall take such mitigation measures as agreed in meetings from step 2 within 10 days, or some other period applicable to the parties referred to in step 2.
- d. Step 4: When the complaint is resolve, the complaint Form shall be signed by complainant/head of household, the relevant LGU Mayor's Office and annotated at each stage of process by the relevant LGU with copies to be sent to the concerned RPCO.
- e. Step 5: If no understanding or amicable solution is reached, or if no response is received from the relevant LGU Governor/Mayor's Office within 15 days after the registration of complaint, the APs/Ahs can appeal to the relevant LGU Council (Sangguniang Bayan, Panglungsod or Panlalawigan). The relevant local council will decide and take mitigation measures within one month of receiving the appeal.