

Grievance Redress Mechanism Toolkit

Prepared for Niger State Government

*Issued according to Executive Order No. 5 of 2023 titled:
Establishment, Adoption, and Implementation of Framework for
Responsible and Inclusive Land Intensive Agricultural Investment
(FRILIA) Order issued on 20th December, 2023*

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1 INTRODUCTION

Grievance management in Niger State is targeted, as much as practicably reasonable, at reducing disputes, especially among smallholders, large-scale investors and landowners. Although grievances are inevitable in a project, a grievance redress system, if well implemented, will help mitigate potential conflicts in any development project. The FRILIA Grievance Redress Mechanism (GRM) aims to ensure that all stakeholders have a seamless process by which they can express their grievances and get feedback within a reasonable timeline.

1.1 *FRILIA Principles*

This toolkit has been developed in line with the FRILIA principles listed below:

1.1.1 *Overarching principle:*

OV12. Investments should be monitored, and a grievance redress mechanism should be provided for aggrieved parties.

1.1.2 *Land acquisition and resettlement principles:*

L13. GRM need to be established to provide accessible and affordable and accessible procedures for the third-party settlement of disputes arising from displacement or resettlement; these mechanisms should consider the availability of judicial recourse and community and traditional dispute mechanism.

L14. Any action related to the displacement of people must comply with federal and state laws and be conducted in a manner consistent with basic principles of due process (including the provision of adequate advance notice, meaningful opportunities to lodge grievances and appeals, and avoidance of the use of unnecessary disproportionate or excessive force)

It is important to note that the FRILIA GRM toolkit ensures that survivors of GBV and SEA/SH have multiple safe and confidential entry points to file grievances if they so desire and provide a referral path for immediate support.

The management and oversight of the FRILIA GRM toolkit and templates shall be domiciled within Ministry of Lands. The Ministry of Lands will appoint a FRILIA Grievance Officer (FGO), who will manage and coordinate the FRILIA GRM in the State. This will help ensure ownership of the GRM process and its internalisation in Niger state and guarantee effective

grievance management, monitoring and reporting.

1.2 Scope of the GRM Toolkit

The FRILIA Grievance Redress Mechanism toolkit provides a Grievance management framework for communities and employees under the FRILIA project. It comprises bespoke templates and an institutional framework for grievance redress management. The FRILIA GRM framework has been harmonised with existing grievance redress channels in the State and has been designed to include the following:

- **Grievance reporting channels:** These channels are the various uptake points where related grievances will be collected, with a choice for aggrieved persons to either be anonymous or disclose their identity. The FGO will set up grievance reporting channels at the Ministry of Agriculture and host communities. Other accessible reporting channels will include suggestion boxes, a dedicated FRILIA phone number (for SMS and WhatsApp) and a grievance email address.
- **Grievance recording system:** Every collected grievance must be documented, acknowledged and recorded in the Grievance logbook to ensure easy tracking and monitoring of grievances.
- **Grievance management procedure:** This is the process of sorting, reviewing, escalating and resolving grievances. The FRILIA grievance procedure is illustrated in Figure 1.
- **Grievance Resolution Committee (GRC):** This is a seven-member committee whose role is to investigate, address and resolve grievances for aggrieved parties.
- **Grievance tracking and monitoring system:** A process of tracking and monitoring collected grievances to ensure adequate resolution and timely feedback.
- **Grievance feedback procedure:** Outcomes for all collected grievances must be communicated to recipients within an agreeable timeframe. This should not be more than six weeks from receipt of grievance to resolution of grievance by the GRC or the host community development association.
- **Third-party resolution and mediation channels:** Aggrieved parties can escalate their grievances through third-party channels if unsatisfied with the FRILIA GRC resolution. Niger State Government, through the Ministry of Justice (MoJ), has an alternative Dispute Resolution Process under the Citizens' Right Department (CRD), where different cases are brought by aggrieved parties for resolutions.



- **Judicial recourse:** All citizens have the option of considering litigation as a final choice of resolution to all their grievances.

1.3 *Grievance Redress Mechanism Toolkit Institutional Arrangement*

The Ministry of Lands will be the overall body to manage the FRILIA GRM, and its mandate within FRILIA is to do the following to ensure a seamless grievance redress procedure.

1. **Establish a FRILIA GRM desk in the Ministry of Lands:** This will be an additional portfolio to be managed by an FGO. The FGO will be responsible for the collation, recording, tracking, monitoring and general management of the FRILIA GRM. This office will set up the grievance uptake points and reporting channels, follow up on all collected grievances, keep a record of all grievances, escalate grievances, if necessary, follow up on grievance resolutions, provide feedback to parties as necessary and monitor the grievance redress process.
2. **Establish a FRILIA Grievance uptake point at the Host Community:** A FRILIA GRM collection and uptake point within the project footprint shall be established at the host community. This unit will collect and document all related grievances and forward them to Ministry of Lands for necessary action. The CDA committee and the traditional leaders in the host community will resolve grievances specific to the host communities.
3. **Establish a FRILIA Grievance Resolution Committee (GRC):** The GRC is a seven-member committee (of at least three female members) with representatives from the following stakeholder groups:
 - a. The Grievance Officer from Ministry of Lands who the secretary of shall be the committee;
 - b. A community member from the project host community
 - c. A representative of the traditional ruler of the area in which the project host community is located
 - d. A representative from the Gender Network Group of Ministry of Niger State Women Affairs and Social Development
 - e. A representative of the FRILIA Investor(s)
 - f. A senior LGA official in which the project host community is located
 - g. A representative from NGOs or civil societies.

Table 1.1 *Roles and Responsibilities*



Grievance Management Group	Responsibility
LMU FRILIA GRM Desk (FGO)	<ul style="list-style-type: none">▪ Set up grievance collection or uptake points.▪ Receive grievances.▪ Collate grievances from all uptake points



Grievance Management Group	Responsibility
	<ul style="list-style-type: none"> ▪ Log grievances. ▪ Assess grievances and escalate to the GRC and the host community development association (CDA), as the case may be ▪ Track grievances and follow up on feedback ▪ Notify aggrieved parties of the resolution ▪ Escalate unresolved grievances by GRC and CDP to ADR
GRC	<ul style="list-style-type: none"> ▪ Receive grievance from Ministry Lands ▪ Consult and make inquiries within the grievance areas ▪ Invite aggrieved parties ▪ Deliberate on grievances and explore options for resolution ▪ Resolve all grievances within 15 days of receipt with the responsible authority in the concerned Ministry, Department, and Agency ▪ Provide grievance feedback to Ministry of Lands
CDA from the Host community	<ul style="list-style-type: none"> ▪ Receive grievance from Ministry of Lands ▪ Review and address grievances related ▪ Invite aggrieved parties ▪ Deliberate on grievances and explore options for resolution ▪ Resolve all grievances within 15 days of receipt ▪ Provide grievance feedback to Ministry of Lands

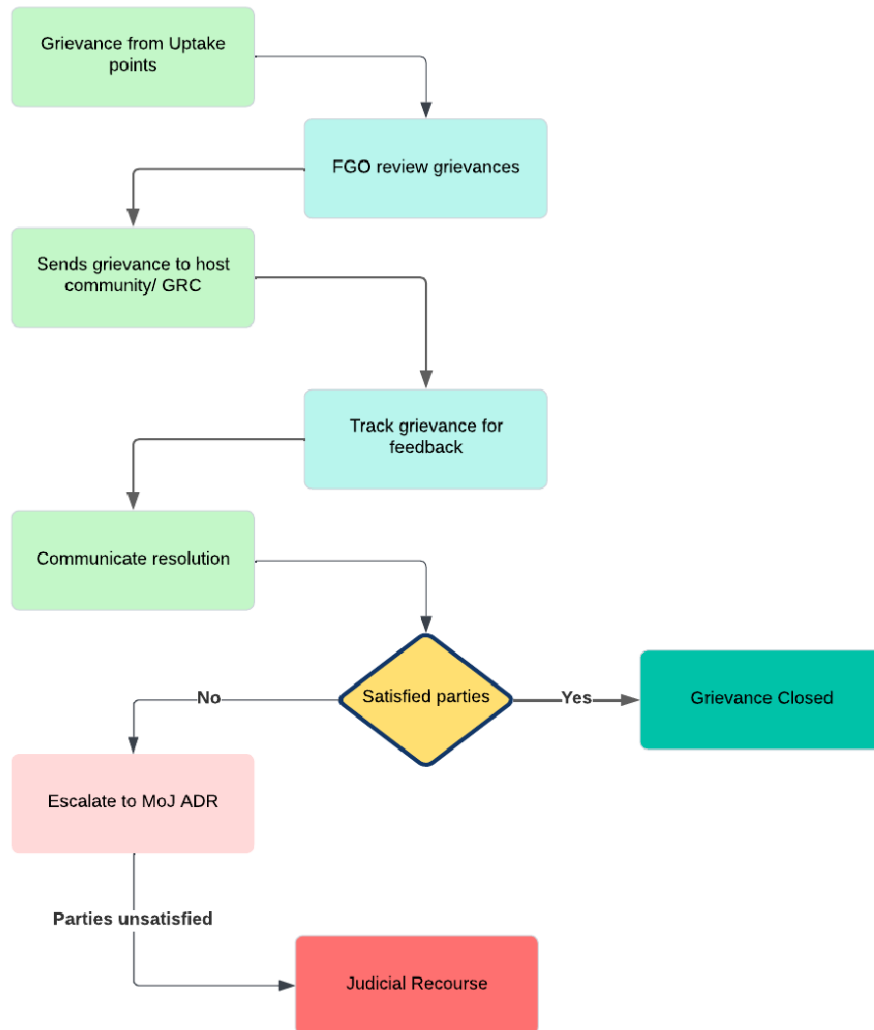


2 FRILIA GRIEVANCE MANAGEMENT PROCEDURE

The FRILIA grievance management procedure illustrated provides a summary of the FRILIA Grievance management.

The FGO will assess all grievances collected at the host community uptake points and other uptake points in the state. These grievances shall be reviewed and passed to the CDA or the FRILIA GRC for resolution required. This should be done not more than seven (7) days after receipt. All gender-related grievances must be escalated immediately to GRC, no matter the uptake point, and should be treated with confidentiality except otherwise stated by the aggrieved person. The CDA or GRC shall attempt to resolve all disputes amicably between aggrieved parties within fifteen (15) days. If parties are not satisfied with the resolution of the FRILIA GRC, the matter shall be escalated to the Citizen's Rights Department (CRD) of the Niger State Ministry of Justice for Alternative Dispute Resolution (ADR), and if ADR fails, parties shall recourse to litigation.

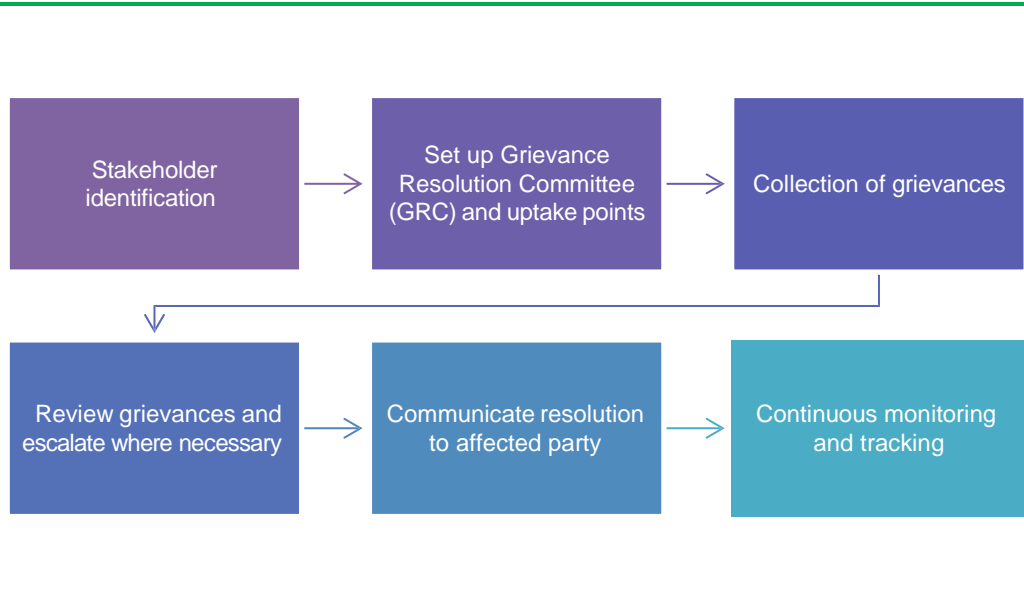
Figure 1.1 Grievance Management Procedure



3 GRIEVANCE REDRESS MECHANISM TOOLKIT PROCESS MAP

The process map illustrated below has been developed such that the Grievance management process must commence once stakeholders are identified and engaged. It outlines the processes to follow by relevant stakeholders in addressing and managing grievances related to FRILIA projects in Niger State.

Figure 2.1 Toolkit Process Map





3.1 Stage 1: Establish Grievance Resolution Committee and grievance Uptake points

Once the project stakeholders have been identified using the processes highlighted in the **FRILIA stakeholder engagement toolkit**, the GRM process is initiated. The first task is to set up the Grievance Resolution Committee (GRC) grievance uptake points and communicate this to appropriate stakeholders. The uptake points must be easily accessible to all stakeholders.

3.2 Stage 2: Collection of Grievances:

Grievances are collected, acknowledged and registered at the uptake points and forwarded to the Ministry of Lands GRM desk. The following templates are provided as guidance: Template 1: GRM registration form; Template 2: Grievance acknowledgment form; Template 3: Grievance logbook.

3.3 Stage 3: Review Grievance and escalate as necessary

The GRM desk at the Ministry of Lands assesses all collected grievances and escalates them to the appropriate committee for resolution. Grievances are tracked and monitored for feedback using Templates 3 and 4 as guidance.

3.4 Stage 4: Communicate resolution to affected parties

Grievance feedback is provided to aggrieved parties. If parties are satisfied, grievances are closed out, and if not satisfied, grievances are escalated to MoJ for alternative dispute resolution. (See Templates 4 and 5 to help with this stage)

3.5 Stage 5: Continuous monitoring and tracking

The overall GRM process is continuously monitored and improved for effectiveness and timeliness. The information recorded in the GRM logbook (Template 3) will facilitate this process.



4 TEMPLATES FOR THE GRM TOOLKIT

Templates		Description
GRM Template 1	Grievance registration form	This is used at the uptake points for collecting or registering grievances. This form is provided in English language and must be translated to the local language where applicable.
GRM Template 2	Grievance acknowledgement form	To acknowledge all registered grievances and issued to the aggrieved parties.
GRM Template 3	Grievance logbook	This is the FRILIA GRM database, it will be used to record all grievances collected and the status of each grievance from collection to resolution. It will be managed by the Ministry of Lands FRILIA GRM desk.
GRM Template 4	Grievance committee form	To document the proceedings from the GRC and the CDA committee meetings.
GRM Template 5	Grievance feedback form	To disclose the final resolution of grievances to aggrieved parties.