ATSEA-2 Social and Environmental Safeguards Management Plan (SESMP)

This report is prepared for The Arafura and Timor Seas Ecosystem Action Phase 2 (ATSEA-2) Programme.
October 2021

CONTENTS

Contents i

Introduction 2

Brief Description of the Project 3

Applicable Standards and Safeguards 7

Potential Social and Environmental Impacts, Management Measures and Roles and Responsible Entities for their Implementation 10

Institutional Arrangements 19

Grievance Redress Mechanism 21

Stakeholder Engagement, Social Inclusion and FPIC 22

Monitoring and Evaluation Arrangements 23

Budget for SESMP / ESIA Implementation 26

Annex 1 – DRAFT GRIEVANCE REDRESS MECHANISM GUIDELINES 27

TABLES

Table 1. Key potential social and environmental impacts of the ATSEA-2 Project 10
Table 2. Monitoring and Evaluation Arrangements 23

TABLE OF FIGURES

Figure 1. Organizational Structure of ATSEA-2 Project 19
Figure 2. Organizational Structure of ATSEA-2 Project RPMU 20

INTRODUCTION

This document is a Draft Social and Environmental Safeguards Management Plan (SESMP) for the Arafura and Timor Seas Ecosystem Action Phase 2 (ATSEA-2) Programme.

The SESMP is a management tool used to assist in minimizing the impact on the environment and reach the set of environmental objectives of the ATSEA-2 Project. To ensure the social and environmental objectives of the ATSEA-2 Project are met, this SESMP will be used in the implementation of the project activities to structure and control the environmental management safeguards that are required to avoid or mitigate adverse effects on the environment.

The SESMP includes the following components:

- Brief description of the Project
- Applicable Standards and Safeguards and Applicable Legal and Institutional framework
- Potential social and environmental impacts of the Project, as identified in the Social and Environmental Screening Procedure (see Annex VI) and planned management measures
- Institutional arrangements
- Grievance redress mechanism
- Stakeholder engagement and information disclosure
- Monitoring and evaluation arrangements
- Budget for SESMP implementation

BRIEF DESCRIPTION OF THE PROJECT

ATSEA-2 PROJECT DESCRIPTION

Project Output

The main objective of ATSEA-2 Project is to promote sustainable development in the Arafura and Timor Seas (ATS) region to improve the quality of life of its inhabitants through restoration, conservation and sustainable management of marine-coastal ecosystem.

Component 1: Regional, National and Local Governance for Large Marine Ecosystem (LME) Management

Outcome 1.1: Regional and national mechanisms for cooperation in place and operational

Outputs:

1.1.1 Regional Coordination Committee and a supporting Secretariat created to promote regional level planning, cooperation and monitoring in the implementation of the SAP and NAPs; formal regional cooperation agreement adopted and implemented where feasible

1.1.2 Improved stakeholder participation at the regional and national levels through the establishment of a Stakeholder Partnership Forum for the implementation of the SAP and NAPs (SAP) with representation of local people and women's groups

1.1.3 Improved inter sectoral coordination at the national and local levels in support of the implementation of integrated approaches to NRM, water resources, biodiversity conservation and climate change adaptation, through national inter-ministry committees in Indonesia, Timor-Leste, and Papua New Guinea

1.1.4 Financial mechanisms in place to support the implementation of the SAP and NAPs and the replication and upscaling of demonstration projects

Outcome 1.2: Strengthened institutional and human resource capacity towards integrated approaches in natural resource management and biodiversity conservation

Outputs:

1.2.1 Harmonization of national and local policy in Indonesia and Timor-Leste to strengthen the regulatory and institutional frameworks in support of SAP/NAP implementation and linkages to NBSAPs through support to national inter-ministerial committees

1.2.2 Localization and translation of guidelines and/or handbook on integrated approaches to marine and coastal management, biodiversity conservation and climate change adaptation in local language by building on existing/completed initiatives;

implementation of training of trainers benefitting at least 100 participants in Indonesia; 60 in Timor-Leste, and 10 in Papua New Guinea

Outcome 1.3: Better understanding of climate change impacts on marine and coastal ecosystems lead to regional actions

Outputs:

1.3.1 Improved understanding of climate change impacts on fisheries and marine/coastal ecosystems through regional collaborative assessment

1.3.2 Case study on climate change impact pathways on an ATS area-specific fishery; regional climate change workshop organized

Outcome 1.4: Updated transboundary diagnostic analysis (TDA), strategic action program (SAP), and national action program (NAPs)

Outputs:

1.4.1 Updated ATS transboundary diagnostic analysis (TDA) endorsed by the ATS Regional Coordination Committee

1.4.2 Updated SAP, incorporating improved understanding of climate change impacts, supported by Ministerial Declaration; NAPs updated or formulated accordingly

1.4.3 National responses to the priority actions agreed upon in the updated SAP are formulated into national action programs and mainstreamed into national planning and budgetary frameworks

Component 2: Improving LME Carrying Capacity to Sustain Provisioning, Regulating and Supporting Ecosystem Services

Outcome 2.1: Improved management of fisheries and other coastal resources for livelihoods, nutrition and ecosystem health in Indonesia, Timor-Leste, and Papua New Guinea

Outputs:

2.1.1 Ecosystem approach to fisheries management (EAFM) targeting women and men fishers implemented at the LME level for shared stocks and in area-specific fisheries

2.1.2 Development of profiles of 3 fisheries in the ATSEA, value-chain analysis and preassessment to move selected fisheries towards certification/eco-labelling

2.1.3 Regional and national actions strengthened in support of the Regional Plan of Action for Responsible Fishing Practices Including Combating IUU Fishing in the Region and the Indonesian Presidential Task Force on Combating Illegal Fishing, e.g., through better surveillance, enforcement and monitoring, resulting in a further reduction of IUU fishing in the ATS by 10%, around 150,000 tons

Outcome 2.2: Reduced marine pollution improves ecosystem health in coastal/ marine hotspots in the Arafura

Outputs:

2.2.1 Enhanced data and information regarding the sources and sinks of contaminants in the ATS; pollution hotspots identified; appropriate controls of point and non-point sources of pollution initiated oil spill early warning systems and capacities strengthened

Outcome 2.3: Coastal and Marine Biodiversity Conserved through Protection of Habitats and Species

Outputs:

2.3.1 Updated information and database on coral, mangrove and seagrass beds in the ATS, supported by ecosystem valuation studies; priority conservation areas identified in Indonesia and Timor-Leste

2.3.2 New MPAs designated in Indonesia and Timor-Leste; covering about 645,000 ha in area, including approximately 220,000 ha of mangrove ecosystems; with corresponding management plans prepared and implemented; and regional ATS MPA network designed

2.3.3 Endangered marine turtles protected through an agreed regional action plan

Outcome 2.4: Integrated Coastal Management, incorporating climate change adaptation

Outputs:

2.4.1 Integrated coastal management plans (ICM) that support SAP/NAP implementation developed and implemented through formulation and enactment of local regulations

2.4.2 Climate change adaptation incorporated in ICM plans and demonstrations implemented for one at-risk coastal site in Timor-Leste

2.4.3 Climate Change adaptation, with a particular focus on ecosystem-based adaptation, incorporated in ICM plans and demonstrations implemented for two at-risk coastal sites in Indonesia

Component 3: Knowledge management

Outcome 3.1: Improved monitoring of the status of the ATS and dissemination of information

Outputs:

3.1.1 A set of holistic (SMART) indicators established by applying the GEF Process, Stress Reduction and Environmental/Socioeconomic Status framework to monitor ocean

health, SAP and NAP implementation; indicators used for progress evaluation, SAP and TDA updating and priority setting

3.1.2 Improved dissemination of information and best practices through formulation and implementation of a communications strategy, including but not limited to an enhanced ATSEA project website, bulletins, publications and videos in English and national languages, and contributions to IW:LEARN activities allocating 1% of the project grant.

APPLICABLE STANDARDS AND SAFEGUARDS

The Project will comply with the updated Social and Environmental Standards (SES) of UNDP which came into effect in January 2021. The SES underpin UNDP's commitment to mainstream social and environmental sustainability in its Programmes and Projects to support sustainable development.

The objectives of the UNDP SES are to:

- Strengthen the quality of programming by ensuring a principled approach;
- Maximize social and environmental opportunities and benefits;
- Avoid adverse impacts to people and the environment;
- Minimize, mitigate, and manage adverse impacts where avoidance is not possible;
- Strengthen UNDP and partner capacities for managing social and environmental risks; and
- Ensure full and effective stakeholder engagement, including through a mechanism to respond to complaints from project-affected people.

The SES are an integral component of UNDP's quality assurance and risk management approach to programming. This includes the Social and Environmental Screening Procedure (SESP).

The standards are underpinned by an Accountability Mechanism with two key functions:

1) A Stakeholder Response Mechanism (SRM) that ensures individuals, peoples, and communities affected by UNDP projects have access to appropriate procedures for hearing and addressing project-related grievances; and

2) A Compliance Review process to respond to claims that UNDP is not in compliance with UNDP's social and environmental policies.

APPLICABLE LEGAL AND INSTITUTIONAL FRAMEWORK

The "Constitutions" of Indonesia, Timor-Leste and Papua New Guinea (participating countries) are the institutional umbrella under which safeguards are addressed and respected. The Constitutions of these countries provide the context to guarantee the rights of its people. The Constitutions of these countries also provides for the social safeguards for its people and for the protection of the environment.

- The (participating countries) Constitution(s) also establishes the State's fundamental obligation to guarantee humanrights, including the collective rights of peoples, nationalities and communes, and the right to consultation among them.

- The (participating countries) Constitution(s) provides for the formulation and execution of policies to achieve equality for women and men through a specialized mechanism that will provide technical assistance for the gender approach's mandatory enforcement in the public sector.

Both Indonesia and Timor-Leste supported the adoption by the General Assembly of the United Nations Declaration on the Rights of Indigenous Peoples in 2007. The third amendment to the Indonesian Constitution recognizes the rights of indigenous peoples in Article 18b-2. There is an implicit recognition of some rights of the peoples known as *Masyarakat adat* or *Masyarakat hukum adat*, which include Law No. 5/1960 on Basic Agrarian Regulation, Law No. 39/1999 on Human Rights and the Decree of MPR No X / 2001 on Agrarian Reform. Timor-Leste's Constitution contains several provisions which explicitly recognize the country's customs, traditional values and cultural heritage.

In Papua New Guinea, there are national laws that support aspects of custom. These includes: a) Customs Recognition Act (1963) which recognises in any court the ownership and rights by custom, over the sea, reef, sea bed and the rights of fishing; b) Underlying Law Act (2000) essentially recognises Customary law as superior to common (written); c) Village Courts Act (1989) is a level of court within communities that has the authority to hear cases in relation to customary law. Cases are heard in the language of custom or communication and advised by those recognised as custodians of customary/traditional knowledge. Custom at this time is held within the 'minds of people' and is not codified or written, though aspects of custom are lost as elders pass away. Custom is also highlighted in the 5th goal of the National Goals and Directive Principles of the Papua New Guinea Constitution and offers a strategy for implementing not only the goals 1 to 4 of the National Goals and Directive Principles but also all development in Papua New Guinea.

There are other national policies, strategies and guidelines that are aligned with the UNDP's SES and that will be applied during project implementation, including:

- The Environmental Management Laws define functions for the national and local governments and the authority to define environmental policies subject to the Constitution (Indonesia Law 23/1997 Environmental Management; Timor-Leste - Decree-Law No. 26/2012 Environmental Basic Law; Papua New Guinea Environmental Act 2000).
- The (participating countries) labor law aims to regulate work including regulations on safety and health of workers and the prevention, reduction or eliminationof occupational hazards and improving the working environment (Indonesia Employment Act; Timor-Leste Labor Code; Papua New Guinea Employment and Labour Laws and Regulations).
- Principle 20 of the Rio Declaration on Environment and Development (1992) recognizes that women play an essential role in the management of the environment and development. A number of relevant laws and policies support an inclusive gender approach.
- The list below are applicable international instruments adopted by the participating countries (unless indicated in the notes in parenthesis after the instrument):
    - International Covenant on Economic, Social and Cultural Rights
    - International Covenant on Civil and Political Rights

- International Convention on the Elimination of All Forms of Racial Discrimination
- Convention on the Rights of the Child
- Convention on the Protection and Promotion of Diversity of Cultural Expressions (ratified by Indonesia and Timor-Leste)
- Convention on the Elimination of Discrimination Against Women
- Convention on Biological Diversity
- Convention for the Safeguarding of Intangible Cultural Heritage
- Convention Concerning the Protection of the World Cultural and Natural Heritage (Ratified by Timor-Leste; Acceptance (level) Indonesia and Papua New Guinea)
- Universal Declaration of Human Rights
- United Nations Declaration on the Rights of Indigenous Peoples

POTENTIAL SOCIAL AND ENVIRONMENTAL IMPACTS, MANAGEMENT MEASURES AND ROLES AND RESPONSIBLE ENTITIES FOR THEIR IMPLEMENTATION

Table 1 below summarizes the key potential social and environmental impacts of the ATSEA-2 Project identified through application of UNDP's Social and Environmental Screening Procedure (SESP) as well as the management measures and the institutional arrangement for their implementation.

Table 1. key potential social and environmental impacts of the ATSEA-2 Project

Risk Description	Management Measures	Roles and Responsible Entities
Risk 1. Human Rights Potentially the national and local authorities may not have the capacity to meet their obligations to the Project. • The capacities of national and local authorities may not be sufficient to provide effective governance solutions to problems that are complex and multi-sectoral. • There is also potential difficulty and challenges in the coordination between different sectors and different levels of government (both vertically between local, provincial,	The project components include the establishment of the Regional Coordination Committee (RCC) and a supporting Secretariat to promote regional level planning, cooperation and monitoring in the implementation of the SAP and NAPs. The RCC and Secretariat will be supported by the Stakeholder Partnership Forum (SPF). The Project also includes the Establishment of National Inter-Ministerial Committees (NIMC) and National Project Boards (NPB). A number of the planned project activities require high level enabling decisions, including adoption of updated SAP through a ministerial declaration, DG level approval of fisheries improvement projects and EAFM plans, etc. Capacity building is also one of the primary focus of the Project, with the aim of training "change agents" on state of the art integrated approaches to natural resource management and biodiversity conservation. Local communities will also be engaged in sharing management responsibilities, including monitoring, control, and surveillance arrangements. Some of the target capacity-building activities include Training on EAFM; Design and Pilot Implementation of EAFM Plan for national and local authorities and project implementers; and Training on monitoring, control and	The RCC will be composed of government officials from key ministries and line agencies, and also representatives of regional and national UNDP offices. The SPF is designed to help facilitate representative stakeholder participation and coordinated governance, mainly by providing technical and policy advice to the RCC. The NIMC is tasked with facilitating cross-sectoral collaboration, while the NPB supports the national implementation of project activities. The Regional Project Management Unit (RPMU) and the National Coordinating Units (NCUs) will be proactive in project advocacy,

and national government, and horizontally between local governments of different locations).	surveillance (MSC) - Fisheries Managers, Conservation Authorities. Further areas for capacity building will be identified during project implementation.	including regular communication with cross-sectoral coordination structures, such as the NIMC and the NPB, and other relevant programs/initiatives. The RPMU and the NCUs are responsible for organizing the capacity building and training activities for the national and local authorities and project implementers.
Risk 2: Local stakeholders, in particular poor and vulnerable groups, may be restricted in access to resources and may be limited in their abilities to participate effectively in decision making. • Promotion of sustainable fishing practices and methods, as well as zonation in line with some MPA efforts may limit the availability of/accessibility to some basic services. However, possible restrictions to access are set	In the project activities, measures are taken to involve marginalized groups in decision making process. Local coastal communities are involved in Focus Group Discussions (FGDs) and surveys designed to learn about how they manage & utilize their natural resources and how they perceive their environment. This information is then used as a key piece of information in the process of developing regulations and management plans to ensure that they can continue to exercise their right to manage and utilize these resources. Additional initiative to enable participation in decision making is through ICM task teams and ICM implementation in selected sites. Local leaders are also being proposed as key members and to lead the SPF. The Project also works to accommodate, strengthen, and incorporate local customary practices into the resource management strategies. The project activities also include developing alternative livelihoods to assist those who will be affected by, and promote support for, the proposed	The NCUs are responsible for ensuring that local coastal communities and their representatives are included in FGDs and surveys conducted for the implementation of the Project. To address the challenges on limited internet/ connectivity, the NCUs are responsible to ensure that IT infrastructure are improved and that the stakeholders have internet connection capability. The RPMU is responsible for monitoring the implementation of management measures and

by regulations and policies from the countries or regional level agreements which are designed to avoid destructive fishing methods and reduce fishing pressure to sustainable levels. • Due to Covid-19, many meetings and other events, especially at regional level are being conducted virtually. This may pose challenges for stakeholders with limited internet/connectivity.	conservation measures. Project activities are implemented at the community level, the socio-economic circumstances, such as poverty incidence, reliance on fish and marine resources of the local beneficiaries were considered, in order to maximize benefit to those under-privileged or otherwise marginalized factions. To address the challenges on limited internet/ connectivity, the Project invested to improve IT infrastructure (for wifi and internet connection), especially in key venues (such as MAF office in TL) or by providing phone credits.	compliance with national and international regulations, safeguards and UNDP social and environmental standards. The RPMU is also responsible for decision making for the adoption ofnecessary measures as part of the management response and defining actions to be taken in case of no compliance.
Risk 3: Gender and Women's Empowerment There is a potential that gender-based and marginalized group discrimination may be replicated, especially regarding women's and marginalized group's participation in project design and implementation, as well as access to opportunities and benefits; and also, in decision making. • Women and marginalized	Project activities are designed and are being implemented to ensure that all genders: i) are able to participate fully and equitably; ii) receive comparable social and economic benefits; and iii) do not suffer disproportionate adverse effects as per the UNDP Gender Mainstreaming Strategy. Project implementers – RPMU and NCUs and site mobilizers also trained on GESI. Activities are programmed and are being implemented to improve stakeholder participation at the regional and national levels through the establishment of a Stakeholder Partnership Forum for the implementation of the Strategic Action Program (SAP) and National Action Programs (NAPs) with representation of local people and women's groups. Building on the Gender and Social Inclusion Plan developed as part of project design, an updated gender analysis (GESI Survey as part of the	The Project hired a Gender Specialists to ensure that the GESI-related issues listed above have been taken into account in the planning and implementation of project activities. The Gender Specialist and the NCUs are responsible to ensure that the gender analysis (GESI Survey as part of the Social and Environmental Baseline Analysis) is completed. The NCUs are responsible to facilitate the implementation of project interventions in different sites to

group may not be adequately represented with regards to decision-making or participation in the design/implementation of the Project's activities. As a result, they may have limited access to resources, opportunities and benefits.	Social and Environmental Baseline Analysis) is being undertaken to assess divisions of labor and the role of women and their access to resources. The analysis will also develop recommendations as to how the Project's activities will promote women's equality and empowerment, including participation in project decision-making and to ensure activities are designed & planned by taking into account women interest, knowledge, and experience. The Project incorporates specific, budgeted activities to promote the participation of women in traditional decision-making bodies regarding the use of coastal space and resources. In order to support the dual objective of achieving economic empowerment of women while promoting climate-resilient, sustainable use of coastal and marine resources, livelihood and income generating activities (accompanied by the necessary budget) specifically targeting women have been designed for implementation in the ATSEA-2 project demonstration sites. Preferences are given to funding those interventions that benefit both men and women. Several project interventions are being implemented in different sites to improve gender equality and women empowerment (e.g.: Strengthening the Forum Perempuan Masyarakat Adat Aru (Women's Forum for Customary Communities in Aru); ICM: Improved Access to the Market for Women-Run Seaweed Growing and/or Processing Enterprises (NTT); ICM: Business and Financial Management Training for Women-Run Home-Based Businesses (NTT); EAFM: Red Snapper fisheries (*EAFM: Women's cooperative for fish post-harvest livelihood improvements - Establishing and strengthening alternative resilient livelihoods) (*Município Viqueque). Project activities are designed and are being implemented so that marginalized groups are able to participate fully and equitably. Appropriate measures will ensure that women receive an equitable share	improve gender equality and women empowerment and ensure that women and marginalized groups participate in project activities. The RPMU is responsible for monitoring the implementation of management measures and compliance with national and international regulations, safeguards and UNDP social and environmental standards, including GESI. The RPMU is also responsible for decision making for the adoption of necessary measures as part of the management response and defining actions to be taken in case of no compliance.

	of benefits and that their status and interests are not marginalized. Participatory processes will include methodologies that enhance the participation of women and promote the inclusion of their views into the activities of the Project. Monitoring of project outputs will include disaggregated and measurable data related to gender equality and empowerment of women.	
Risk 4: Potential exclusion of any potentially affected stakeholders, in particular marginalized groups and excluded individuals (including persons with disabilities), from fully participating in decisions that may affect them. • There is a potential that local stakeholders (marginalized groups), in particular poor and vulnerable groups, may be limited in their abilities to participate effectively in decision making (including limitations posed by the global pandemic).	In the project activities, measures are taken to involve marginalized groups in decision making process. Project activities are implemented at the community level, wherein socio-economic circumstances, such as poverty incidence, reliance on fish and marine resources of the local beneficiaries were considered, in order to maximize benefit to those under-privileged or otherwise marginalized factions. Stakeholder identification and analysis is continually conducted throughout the program cycle. As the Project progresses from design to implementation and evaluation, stakeholders are identified including those coming from poor and vulnerable groups. The Project developed and updated its Stakeholder Engagement and Communications Plan. The Plan identified strategies to enhance communication and dissemination of information, and to build awareness and involvement of various stakeholders on the different objectives and targets of the Project, including alternative means of reaching out to stakeholders in view of limitations posed by the global pandemic. Project components such as MPA Management Plan, the ICM approach, and EAFM also aims to ensure that local stakeholders are involved in the decision-making processes related to natural resource management. The planned establishment of SPF would facilitate broader stakeholder	The NCUs are responsible to ensure that project activities are implemented at the community level in selected sites; that stakeholders are properly identified including those coming from poor, marginalized and vulnerable groups; and that local stakeholders are involved in the consultation and decision-making processes related to natural resource management. The RPMU is responsible for monitoring the implementation of management measures and compliance with national and international regulations, safeguards and UNDP social and environmental standards. The RPMU is also responsible for decision making for the adoption ofnecessary measures as part of the management response and defining actions to be taken in

	participation, including: national government representatives and academic experts from the original forum, and additionally includes other national and sub-national government agencies as well as regional, national and sub-national civil society organizations, ensuring representation from particularly marginalized groups like local people women's groups.	case of no compliance.
Risk 5: Project activities have the capacity to impact on marine and coastal ecosystems and resources • Project activities are targeted in areas that include community-managed areas. This means that fishing/ fish/coastal resources harvesting is currently taking place and may be affected as a result of project interventions that promote sustainable resource management and practices.	The integrated approaches supported by the Project, including EAFM, FIP, ICM, EbA, etc., are designed to deliver win-win solutions for resource users and managers. For example, applying sustainable fishing practices under fisheries improvement projects would enable local fishers the opportunity to gain better prices for their catch, while safeguarding the ecosystem services that support the species they are harvesting. EAFM plan will be developed through: (1) identifying and prioritizing issues and goals, through stakeholder consultations; (2) developing objectives, indicators, benchmarks, and monitoring and evaluation tools; and (3) design a set of management measures to implement over the course of the ATSEA-2 Project. EAFM, FIP, ICM trainings will be conducted to fisheries resource managers and relevant stakeholders from countries in the ATS region. Likewise, EAFM, FIP, ICM interventions will be implemented in the different sites in the ATS region. The initiative also includes training for monitoring, control and surveillance (MCS) and oil spill preparedness and response. The Project also includes activities related to protection of sea turtles - turtle recovery plan, reduce illegal harvesting, trials of bycatch reduction devices, capacity and awareness, etc. The Project also includes related activities on monitoring, control, and surveillance (MCS) to help reduce illegal, unreported, and unregulated (IUU) fishing, as well as various	The NCUs are responsible to ensure that identified training are organized and conducted and that defined project activities and interventions are implemented.

	awareness and capacity-building initiatives on integrated and sustainable coastal and marine resource management. The project activities also include development of alternative livelihoods to reduce reliance on fisheries activities. The Project includes updating/expanding the ATS transboundary diagnostic analysis (TDA) that will feed into an updated strategic action program (SAP) in response to the set of priority environmental concerns elaborated in an expanded TDA.	
Risk 6: Project potentially involve outputs and outcomes sensitive or vulnerable to potential impacts of climate change. • The impacts of climate change can undermine the sustainability of coastal and marine environment and resources in ATS region, especially those living in coastal communities if adaptation and mitigation measures and knowledge/capacities are not strengthened.	The risks associated with predicted climate change impacts are complex and difficult to quantify. Project funds are allocated toward increasing the knowledge base regarding the potential impacts of climate change on fish and other marine resources, and the associated consequences on local communities. The increased predictive capability resulting from these efforts will allow more informed strategies for strengthening the resilience of vulnerable communities. The project activities are also aimed to help mitigate the potential impact of climate change, by improving & rehabilitating coastal ecosystem to ensure their ecosystem functions, as well as improving the resilience of local coastal communities in responding to future climate-related pressures. Key activities include: a regional review of current climate change studies and strategies within the ATS region; development of a decision-making guidance document/tool; a case study on how climate change could affect the fisheries sector in the ATS region; conduct of a regional climate change workshop; EbA: Restoration of mangrove and/or other coastal ecosystem; CCA; Building Maintenance Skills for Solar Water Distillers (alternative livelihoods); and implementation of ICM interventions incorporating	The RPMU and NCUs are responsible to ensure that defined project activities and interventions are implemented.

	climate change adaptation consideration in select local sites towards more sustainable use and conservation of ecosystem goods and services.	
Risk 7: (Displacement and Resettlement and Indigenous Peoples) Project activities are in the area where indigenous peoples (IPs) are present and may lead to economic displacement (e.g. loss of assets or access to resources; access restriction). • The project activities involving fisheries, introducing alternative livelihoods and nutrition have the potential to impact on the rights, lands, livelihoods and traditional knowledge of Indigenous Peoples and Ethnic Minorities (Related to Risk 2 and 4).	Stakeholder identification and analysis is continually conducted throughout the program cycle. As the Project progresses from design to implementation and evaluation, stakeholders are identified including those coming from IPs. In the project activities, measures are taken to involve IP groups in decision making process. Local coastal communities are involved in FGDs and surveys designed to learn about how they manage & utilize their natural resources and how they perceive their environment. This information is then used as a key piece of information in the process of developing regulations and management plans to ensure that they can continue to exercise their right to manage and utilize these resources. The Project also works to accommodate, strengthen, and incorporate local practices and traditions into the resource management strategies. As an example, the following interventions are conducted for PNG: 1) the assessment of legal frameworks highlighted the importance of customary laws (e.g., for natural resources management) and their recognition under national laws; 2) the biophysical and socioeconomic baseline assessment discussed traditional and customary villages/ tribes/ inhabitants/ resource users/managers (tribal/clan elders), practices and management measures; 3) the stakeholder analysis and capacity assessment included village-based fishers, community-based organizations and customary resource managers/ clan elders among the key stakeholders;	The NCUs are responsible to ensure that defined project activities and interventions are implemented. The RPMU is responsible for monitoring the implementation of management measures and compliance with national and international regulations, safeguards and UNDP social and environmental standards. The RPMU is also responsible for decision making for the adoption ofnecessary measures as part of the management response and defining actions to be taken in case of no compliance.

	4) a capacity development plan is being prepared considering the capacity needs of identified stakeholders. In addition, we also promote rights-based fisheries management for inshore red snapper in Indonesia (Aru-tbc) and Timor-Leste (Viqueque). An FPIC procedure and guideline, and feedback mechanisms shall be developed and implemented.	
Risk 8: Project potentially involve occupational health and safety risks due to physical hazards. • OHS risk related to field data collection & monitoring not only to the potential risk faced by the team in visiting remote villages with limited healthcare facilities (i.e., underwater monitoring is a risky data collection method). Project implementers will be dealing with various stakeholders at all levels.	Teams and enumerators carrying out data collection are required to adhere to safety protocols and data collection/monitoring SOP (as part of the SESMP). In addition, the Project is also ensuring that health protocols are adhered to in the implementation of activities during the Covid-19 Pandemic to minimize the risk of virus spread. Alternative options were identified like online tools and info sharing, hybrid types of activities, etc. The Project is also encouraging the adoption of fisheries SOP from the MMAF by fishers, which also include safety protocols for fishing activities. As project implementers will be dealing with various stakeholders at all levels, measures are being implemented to minimize risks by coordinating with local authorities, and community leaders to ensure proper coordination and communication and ensure their safety.	The RPMU and NCUs are responsible to ensure that safety protocols are implemented for the protection of employees, project implementers and stakeholders participating in the project activities.

INSTITUTIONAL ARRANGEMENTS

The roles and responsibilities of ATSEA-2 Project, associated agencies and project staff in implementation of project activities and application of social and environmental procedures is provided in Table 1 abovein the section of Potential Social and Environmental Impacts, Management Measures and Institutional Arrangement for their Implementation.

ORGANIZATIONAL STRUCTURE

To ensure that ATSEA-2 project activities and identified SESMP measures could be well implemented and in line with Project Documents, an organizational structure is set for ATSEA-2 Project, as seen in Figure 1 below.

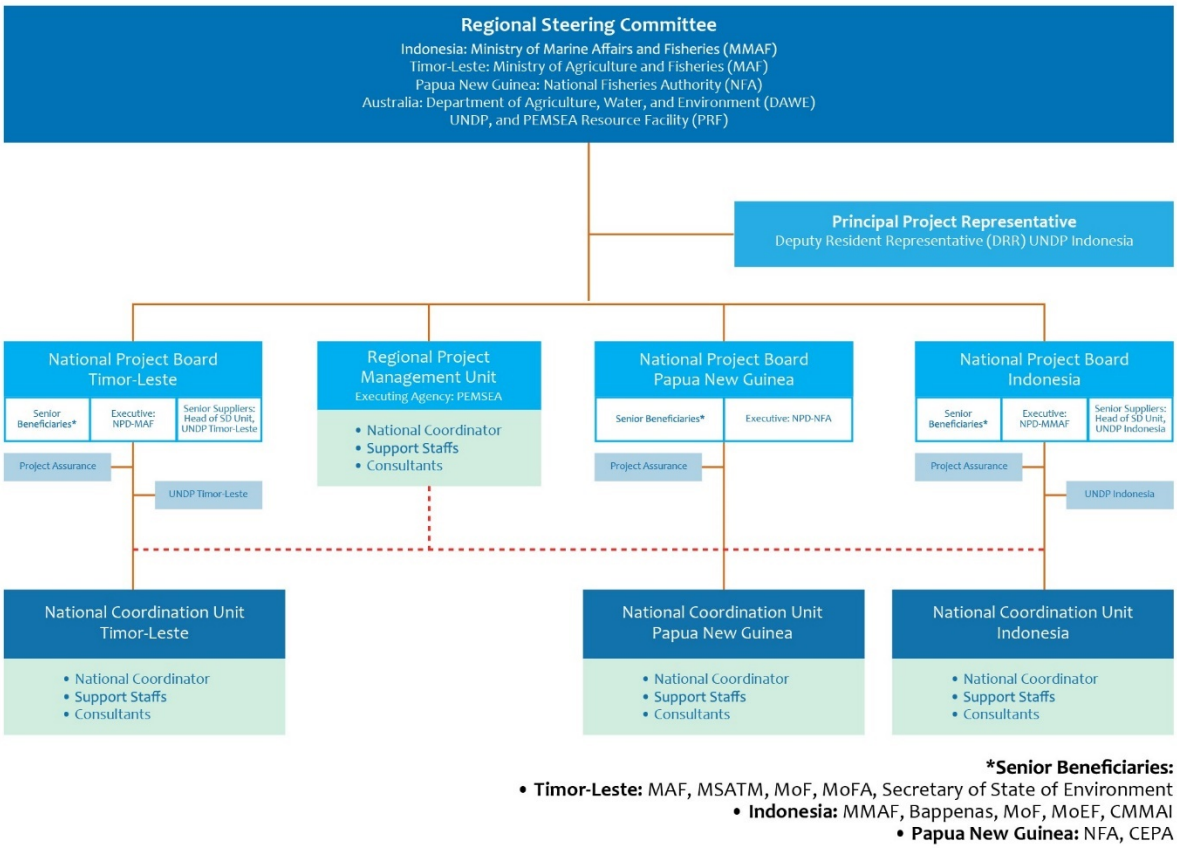

Figure 1. Organizational Structure of ATSEA-2 Project

Note:

- *Regional Steering Committee* (RSC) is the highest decision-making forum in activity implementation and ensures that the funding-related process aligns with all prevailing regulations.
- *National Coordination Unit (NCU)* is ATSEA-2 Project's national component and is implemented by each ATSEA-2 member country.

Based on the above structure, a more detailed structure was set for ATSEA-2 Project RPMU's daily operations, as seen in Figure 2 below.

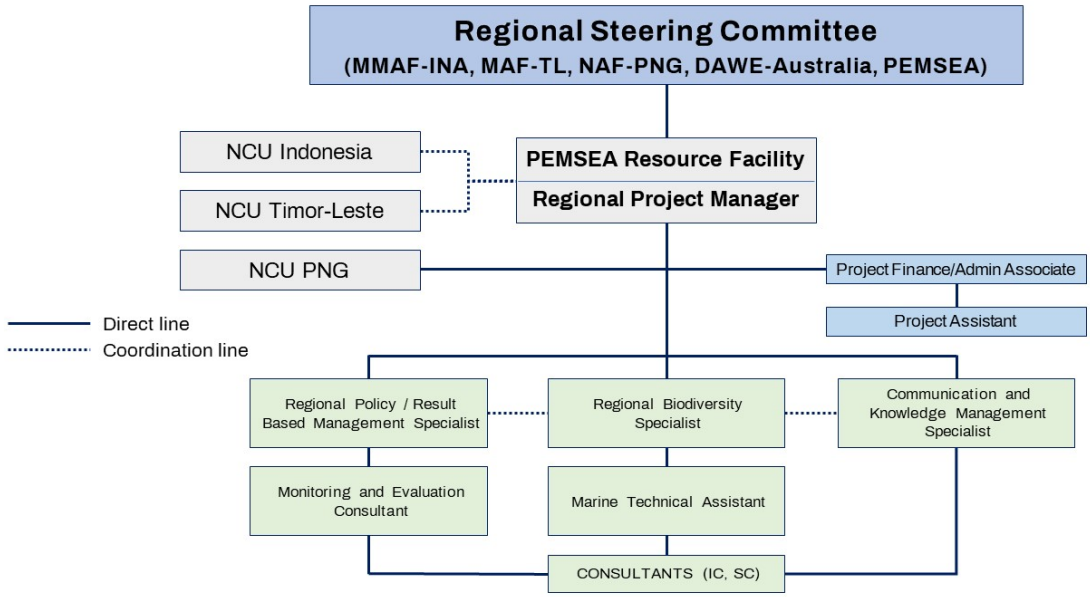

Figure 2. Organizational Structure of ATSEA-2 Project RPMU

RESPONSIBILITIES FOR SOCIAL AND ENVIRONMENTAL MANAGEMENT AND MONITORING

The overall responsibilities of coordinating the Project lies with the PEMSEA Resource Facility (PRF)-RPMU. The RPMU work with the NCUs, the project implementers and stakeholders to ensure that social and environmental measures are implemented in the activities of the region, the participating countries and the identified sites.

Assigned RPMU Staff supports the ATSEA-2 Project daily operations as well as the implementation of project activities. Consultants and Technical experts who are well-trained and highly qualified with the capacity to support the implementation of the project activities and SESMP measures are identified and contracted based on defined outputs and activities of the Project.

GRIEVANCE REDRESS MECHANISM

ATSEA-2 Project Grievance Redress Mechanism provides a communication channel for the affected individuals and/or communities to raise their concerns and complaints with regards to the social and environmental and activities and performance of the Project. It aims to provide an alternative dispute resolution in a simplified and mutually beneficial approach to the project implementers, communities and stakeholders. The grievance mechanism shall be made known during the consultation and information dissemination activities to ensure that the mechanism is acceptable and accessible to all concerned individuals and/or communities.

The Grievance Redress Mechanism as a whole, contributes mainly to forewarn and safeguard the rights and obligations among all actors involved in the implementation of measures and ensuring clear procedures and effective measures when potential negative effects arise. It also looks improve outcomes for the people and for communities. The ATSEA-2 Project Grievance Redress Mechanism can be found in Annex 1.

UNDP's Stakeholder Response Mechanism (SRM) is also available to help project-affected stakeholders, government and others partners jointly resolve concerns and disputes. It is availablewhen Implementing Partners and UNDP project-level stakeholder engagement processes have notsuccessfully resolved issues of concern.

Project affect stakeholders will be informed throughout the project cycle of their options for grievance redress and how to access the various grievance redress channels.

The contact information of the designated focal person of ATSEA-2 to whom the issue may be escalated is provided below:

The Grievance Redress Mechanism Officer:

E-mail address:

Office Address:

Telephone No.:

STAKEHOLDER ENGAGEMENT, SOCIAL INCLUSION AND FPIC

The ATSEA-2 Project ensures that stakeholder engagement and social inclusion principle is covered in its activities and programs. All of ATSEA-2 Project activities consider the gender, ethnic (indigenous people), and socio-economic factors that can enhance participation and implementation ability at a local level.

Consultations at the project site level are conducted to adequately engage with communities and stakeholders and to ensure sustainable participation. Consultation activities will lead to the identification of the need to secure and FPIC.

Following the principles of UNDP SES the FPIC process will be implemented to: a) provide timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; b) ensure that it is undertaken in an atmosphere free of intimidation or coercion; c) ensure that the Project is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable and indigenous people groups; and d) enable the incorporation of all relevant views of affected people and other stakeholders into decision making.

The FPIC is carried out by the ATSEA-2 Project on an ongoing basis from the preparation stage to the completion of the activities of the project cycle. The implementation of a FPIC process is done through consultation and the participation of all local institutions and communities and involved indigenous peoples in all stages of the project cycle starting from the design of intervention to the implementation of the project activities. Records of FPIC processes and results are kept, and maintained for tracking and use throughout the project implementation.

MONITORING AND EVALUATION ARRANGEMENTS

The ATSEA-2 RPMU is responsible for managing the Project, including the monitoring and evaluation of project interventions, achieving project outcomes, and for the effective use of project resources. Integrated into the overall project monitoring and reporting is the implementation of the social and environmental management plans/measures. The table below provides more details on the specific monitoring and evaluation arrangements.

Table 2. Monitoring and Evaluation Arrangements

Monitoring Activity	Purpose	Frequency	Expected Action	Roles and Responsibilities	Cost (if any)
Track progress of SESMPs measures implementation	Implementation of mitigation measures, as well as any required changes to SESP and SESMPs, will be monitored,and with results reported to RPMU as part of quarterly monitoring and reporting	Quarterly (continuous)	The progress will be monitored regularly and slower than expected progress will beaddressed by RPMU by coordinating with NCUs.	**Monitoring and Evaluation Consultant (MEC)** and Regional Project Manager (RPM) and National Coordinators	Note: the cost to be included in this column are cost that are not included in the activities and budget defined in the ProDoc.
Project Report	Progress report to be submitted to UNDP (and presented to key stakeholders);analysis, updating and recommendations for risk management will be included in the Project Report as part of the annual Project Assurance Report (PAR) to UNDP	Annually, and atthe end of the Project (final report)		**Regional: MEC** and RPM **Indonesia: National Coordinator**	

Project Quality Assurance	The quality of the Project will be assessed against UNDP's quality standards to identify project strengths and weaknesses and to inform management decision making to improve the Project. Monitoring and reporting will be part of the annual Project Quality Assurance Reporting to UNDP from project design, implementation, and closure.	Annually	Areas of strength and weakness will be reviewed by project management and used to inform decisions to improve project performance	**MEC** and RPM	
Review and Corrective Actions	Internal review of data and evidence from all monitoring actions to inform decision making.	Annually	Performance data, risks, lessons and quality will be discussed by the RPMU and NCUs and used to make course corrections.	RPM, RPMU and NCUS	
Learnings	Knowledge, good practices and lessons learned regarding social and environmental risk management will be captured regularly, as well as actively sourced from other projects and partnersand integrated back into the Project.	Annually	Lessons are captured by the project team and used to inform stakeholders.	RPMU and NCUS	
Project Review	The Project's governance mechanism (Regional Steering Committee) holds regular project reviews (during which an updated analysis of risks and recommended risk mitigation measures will be included in the discussion).	Annually	Any risks and/ or impacts that arenot adequately addressed by Project will be discussed in Project's governance	Regional Steering Committee (RSC); NPBs; Implementing Partners	

	At the country level, National Project Board (NPB) meetings will also include discussion of risks and recommend measures. Monitoring and reporting of progress, risks, and proposed measures will also be captured in annual PAR and PIR reporting.		mechanism meeting. Recommendations may be made during the meeting		

Note: The defined responsible person/party on "Roles and responsibilities" column are the key people responsible in leading and completing the final reports, all assessments of progress and identification of risks and other concerns are undertaken in consultation with the entire RPMU and NCU teams.

BUDGET FOR SESMP / ESIA IMPLEMENTATION

Activity	Cost (USD)
Total	

Note: The activities to be included in this table should be the activities that will be budgeted by ATSEA-2 that are not yet included in the defined activities and budget in the ProDoc.

ANNEX 1 – DRAFT GRIEVANCE REDRESS MECHANISM GUIDELINES

INTRODUCTION

A Grievance Redress Mechanism (GRM) is an instrument through which dispute resolution is sought and provided. It involves the receipt and processing of complaints from individualsor groups negatively affected by activities of a particular project.

The GRM will assist the ATSEA-2 to ensure that deliberate processes and procedures are put in place to capture, assess and respond to concerns from project beneficiaries, project implementers and the general public during the implementation of the ATSEA-2 Project. This will ensure smooth implementation of the projects and timely and effectively addressing of the problemsthat would be encountered during its implementation.

OBJECTIVES OF THE GRM

The following are the objectives of establishing a GRM:

i. To address complaints and grievances and enhance conflict resolution arising from, and during ATSEA-2 project implementation.
ii. Ensure transparency and accountability throughout the implementation of projects/activities amongst the relevant stakeholders including projectbeneficiaries.
iii. Resolve any emerging social and environmental grievances in project sites.
iv. To promote relations between the project implementers, beneficiaries and other stakeholders.

SCOPE OF THE GRM

The ATSEA-2's GRM provides a channel for dispute resolution during the implementation of its activities. The GRM serves to complement but not replace the existing legal channels such as courts, tribunals and other recourse mechanisms for addressing grievances.

The GRM is designed to improve project outcomes by creating public awareness about the Project and its objectives, deterring fraud and corruption, mitigating socio-economic and environmental risks and providing the ATSEA-2 Secretariat (RPMU) with practical suggestions and feedback during project implementation.

PRINCIPLES OF THE GRM

The effectiveness of this GRM will be guided by the following principles:

1. **Accessibility:** The GRM should be accessible to everyone and at any time. It should take into consideration potential barriers such as language, literacy, awareness, cost or fear of reprisal and seek to address them.
2. **Predictability**: GRM should be time-bound at each stage, and have specified time frames for

the responses.

3. **Fairness:** All the procedures therein should be widely perceived as unbiased in regards to access of information and meaningful public participation.
4. **Rights compatibility:** The outcomes of the mechanism should be consistent with the international and national standards. It should also not restrict accessto other redress mechanisms.
5. **Transparency and accountability:** The entire GRM process should be done out of public interest.
6. **Capability:** For an effective GRM, the system needs to be endowed the necessary resources, that is, technical, financial and human resources.
7. **Feedback:** It should serve as a means to channel feedback to improve project outcomes for the stakeholders.

IMPORTANCE OF THE GRM

GRM will help ATSEA-2 Project in the following manners:

- Provides a forum for resolving grievances and disputes at the lowest level
- Resolves disputes relatively quickly before they escalate to an unmanageable level
- Facilitates effective communication between the Project and stakeholders
- Helps win the trust and confidence of community members in the Project and creates productive relationships between the parties
- Helps avoid project delays and cost increases, and improves quality of work

THE GRM GENERAL PROCESS

Step 1: Publicizing Grievance Redress Mechanism: Publicize Grievance Redress Mechanism and make sure of the availability of Grievance Redress Mechanism document to all stakeholders.

Step 2: Receiving and Keeping Track of the Grievances: Once stakeholders are aware of the mechanism and access it to raise grievances, there is need of processing the grievances. Processing includes: 1) collecting grievances; 2) recording grievances as they come in; 3) registering them in a central place; and 4) tracking them throughout the processing cycle to reflect their status and importance.

Step 3: Reviewing and Investigating Grievances: All grievances will need to undergo some degree of review and investigation, depending on the type of grievance and clarity of circumstances.

Step 4: Developing Resolution Options, Preparing a Response and Resolving Grievance: Once the grievance is well understood, resolution options can be developed taking into consideration Stakeholders preferences, project policy, past experience, current issues, and potential outcomes. Resolution of grievances shall commence though a signed written agreement of the recommendations and decisions; satisfactory implementation of agreed recommendations and decisions shall signify complete resolution of grievance.

Step 5: Monitoring, Reporting and Evaluating a Grievance Mechanism: Monitoring and reporting can be tools for measuring the effectiveness of the grievance mechanism and the efficient use of resources, and for determining broad trends and recurring problems so they can be resolved proactively before they become points of contention. Monitoring and reporting also create a base level of information that can be used to report back to communities.

MEMBERS AND RESPONSIBILITIES OF THE GRIEVANCE REDRESS COMMITTEE (GRC)

Suggested Members of GRCs National Level:

- A representative from local government;
- A representative from national agency;
- Community Leader.
- (With the nature of grievance and surroundings of subproject site, members can be changed).

Suggested Members of GRCs Regional Level:

- Deputy Minister(s)/Director(s) (level) from participating countries;
- Regional Project Manager

Responsibilities of the GRC focal point at National Level

- Ensure that handling of grievances is in accordance with relevant law and the UNDP procedures.
- Record grievances in the GRM register.
- Ensure that follow-up actions in response to grievances are taken within an agreed time-frame.
- Record the grievances of the APs, categorize and prioritize the grievances that need to be resolved by either committee.
- Report to the aggrieved parties, about the developments regarding their grievances and the decision of the National authorities.
- Report on resolved or unresolved grievances a weekly basis to the RPMU.
- Coordinate with Government departments, at district, provincial and national level and civil society organizations for resolving the grievances of the local communities (if any).
- Coordinate with community representatives on the efficacy and usefulness of grievance redress procedures and recommend changes if required.
- Assign member(s) to undertake site visits to assess issues raised as and when needed.

Responsibilities for GRM focal point at Regional Level (GRM Officer)

- Collection of grievances, feedback and suggestions;
- Registration of grievances;
- Grievance categorization;
- Grievance analysis;
- Briefing of new registered issues to the relevant GRC for further instructions.

THE ATSEA-2 GRM HANDLING PROCEDURE

A three level Redress mechanism is planned to address all grievances and complaints during ATSEA-2 project implementation.

1.0 FIRST LEVEL OF REDRESS: COMMUNITY/SITE LEVEL

The main targets at this level are the communities and project beneficiaries at the site.

- At the site, the NCU appoints and trains a Community Leader to handle complaints.
- The Community Leader works under the supervision of NCU (all project beneficiaries and stakeholders shall be informed of the appointed recipients of complaints).
- The Community Leader allocates days when he/she is available to receive and resolve complaints.
- Once he/she receives a complaint the Community Leader registers the complaint, investigate and recommend an action (if it can be handled the Community Leader).
- The Community Leader records the received complaints on a GRM form as shown in Appendix 1. The community members are advised to register/send their complaints to the appointed Community Leader. The complaints can be made in writing, verbally, over the phone, by fax or emails. The personreceiving the complaints (Community Leader) obtains relevant basic information regarding the grievance. It is anticipated that at this level, most complaints will be made verbally.
- After registering the complaint, the National Grievance Redress Committee (National GRC) sets a date to investigate the matter, after which provides a recommendation. If necessary, meetings have to be held between the complainants and the concerned officers to find a solution to the problem and make arrangements for grievance redress. The deliberations of the meetings and decisions taken are recorded in a standardized format as in ***ATSEA-2-GRM 002*** (see Appendix 2). (If the complainant is not satisfied with the recommendations, the Community Leader forwards the complaint to the Second Level of redress)
- The Community Leaders submits a quarterly report using the GRM form of Registered Complaints to the NCU for onward transmission to the ATSEA-2 RPMU.
- Timeline
    - The resolution at the first level will be done within 14 working days. Should the Grievance not be solved within this period it would be referred to the next level of Grievance Redress. However, if the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, the issue will be taken to the next level.

2.0 SECOND LEVEL OF REDRESS: COUNTY (NATIONAL) LEVEL

The main targets at this level are the project implementers, executers, communities and project beneficiaries and other stakeholders and related institutions.

- At every county implementation level, the NCU appoints and trains a National Grievance Redress Committee (National GRC).
- The National GRC works under the supervision of the NCU (All stakeholders shall be informed of the existence of the grievance committee).
- The National GRC allocates days to receive and resolve complaints.
- Once the committee receives a complaint, the Grievance Handling Committee records the received complaints on a GRM form as shown in Appendix 1. The complaints can be made in writing, verbally, over the phone, by fax or emails. The personreceiving the complaints (Grievance Committee) obtains relevant basic information regarding the grievance.
- The National GRC Focal Point registers the complaint, The National GRC investigate and recommend actions. The deliberations of the meetings and decisions taken are recorded in a standardized format as in ***GRM 002*** (see Appendix 2). If the complainant is not satisfied with the recommendations, the National GRC forwards the complaint to the next level of redress (Regional level).
- The National GRC Focal Point submits a quarterly report using the GRM form of Registered Complaints to the NCU for onward transmission to the ATSEA-2 RPMU
- Timeline:
    - The resolution at the first level will be done within 14 working days. Should the Grievance not be solved within this period it would be referred to the next level of Grievance Redress (Regional level). However, if the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, the issue will be taken to the next level.

3.0 THIRD LEVEL OF REDRESS: REGIONAL LEVEL

The main targets at this level are the funding agencies, project implementers, executing entities, communities, project beneficiaries and their related institutions.

- At the regional level, the RPMU appoints and trains a Regional Grievance Redress Committee (Regional GRC). The RPMU also appoints a Grievance Handling Officer (regional focal point) to operationalize the grievance handling processes.
- The Regional GRC under the supervision of the RPMU (All stakeholders shall be informed of the existence of the grievance committee).
- The Regional GRC allocates days to receive and resolve complaints.
- Once the committee receives a complaint, the Grievance Handling Officer records the received complaints on a GRM form as shown in Appendix 1. The complaints can be made in writing, verbally, over the phone, by fax or emails. The person receiving the complaints (Regional GRC and or GRM Officer) obtains relevant basic information regarding the grievance.
- The Grievance Handling Officer registers the complaint, the Regional GRC investigate and recommend actions. The deliberations of the meetings and decisions taken are recorded in a standardized format as in ***GRM 002*** (see Appendix 2).
- The Grievance Handling Officer consolidates and submits a quarterly report using the GRM

form of Registered Complaints to the ATSEA-2 RPMU (GRM-03)

- Timeline:
    - The resolution at the first level will be done within 14 working days. Should the grievance not be solved within this period, the complainant will be advised to seek recourse through national arbitration processes.

COMMUNICATION PLAN FOR THE GRIEVANCE REDRESS MECHANISM

This GRM Communication plan describes the approach to be taken by the ATSEA-2 in communicating and collaborating with its relevant stakeholders on the Grievance Redress Mechanism.

This will facilitate effective and coordinated communication between the ATSEA-2 secretariat, funding body, project implementation entities, project beneficiaries and the general public on standard procedures of the GRM before and during ATSEA-2 project implementation.

Communication plan objectives

The primary objective of the GRM communicate plan is to outline the strategy and methodologies to be used for GRM communications, GRM information distribution, feedback and stakeholder engagement, and how these will be managed during ATSEA-2 project implementation. Other objectives includes:

- Share information on GRM procedures to the relevant stakeholders before and during project implementation;
- Develop a detailed communication methodology of disseminating GRM information to the target audience;
- Foster collaboration with the project implementers, project beneficiaries and the general public for successful grievance handling throughout the implementation ofATSEA-2 project;
- Assign responsibilities in regards to GRM procedures and structure;

The targeted audiences for this plan are:

- Funding agencies;
- The Grievance Handling Officer;
- National and Regional GRCs;
- National and local government agencies;
- Communities and other stakeholders;

GRM Information

The information below outlines the types of information that the ATSEA-2 will pass down to the targeted audience:

- GRM goals, objectives and procedures;
- GRM planned activities and deliverables;
- Criteria for selecting community representatives (Community Leader) who will act as recipients of complaints;
- Details about Key staff, community representatives, GRM committee (GRC) roles and responsibilities in relation to GRM procedures and units that are involved in the GRM procedures;
- How people can participate in the GRM procedures;
- Contact details, including how people can seek for redress if aggrieved by project activities;
- Points of receipts of grievances at the local and national level;
- Mode of receipt and recording of grievances;
- When and how complaints will be handled;
- Community members' right to provide feedback project implementation and make grievances;
- Alternative redress mechanisms open to the public in case their grievances are not handled.

Communication Channels

In order to communicate all information regarding the GRM to the targeted audience ATSEA-2 shall develop platforms or utilize already existing avenue to reach the different targeted audience (stakeholders).

- Print media; e.g. posters, flyers, booklets, notices;
- Social media; that is Facebook, Twitter, Whatsapp;
- Radio stations;
- Television stations

In addition, the following communication activities and methods will be conducted to promote a two way communication

- Information sessions and workshops on GRM
- Bulletins
- GRM awareness literature
- Public forums
- Training on GRM procedures and structure at the community level

COMPLAINT RECEIVING FORM (GRM/001)

Date: _____ (dd/mm/yyyy) Place of issuing complaint: _____

Complaint no: _____

Mode of Receipt (please tick where applicable):

☐ Writing ☐ Verbal ☐ Phone ☐ Email

Details of the Complainant:

Name (optional) : _____ Gender : _____

Address : _____ Email address : _____

Phone no. : _____

Location of complaint/concern:

Village/Town/City/Area : _____ Country :_____

Category of Grievances (please tick where applicable):

☐ Project implementation related

☐ Social

☐ Environment

Brief Description of the Grievance:

_____

_____

_____

(Attach letter/petition/documents detailing grievance information as submitted)

Attachments: (1) _____ (2) _____ (3) _____

Received/prepared by:

_____

Date : _____ (dd/mm/yyyy)

Signature : _____

MEETING RECORD STRUCTURE

(GRIEVANCE REDRESS COMMITTEE & OTHER MEETINGS)

(GRM/002)

Date of Meeting : _____ (dd/mm/yyyy)

Complaint no : _____

Venue of Meeting : _____

List of participants:

Complainant Side	NIE/EE/Grievance Redress Committee Members
1) 2)	1) 2) 3)

Summary of Grievance:

_____

_____

_____

Key discussions:

1)
2)
3)

Decisions Made/Recommendations by the Grievance Redress Committee:

1)
2)
3)

Status of Grievance (tick where applicable):

☐ Solved ☐ Unsolved

Chair person's name : _____

Chair person's signature : _____

Date : _____ (dd/mm/yyyy)

REPORT OF REGISTERED COMPLAINTS

(GRM-03)

Location : _____

Date of Meeting : _____ (dd/mm/yyyy)

Period (Quarter ending) : _____

i. Details of Complaints Received:

Place of issuing complaint	Name & Address of complainant	Location of complaint/ concern	Date of Receipt	Complaint no.

ii. Details of Grievance Redress Meetings:

Date of meeting	Venue of meeting	Names of participants	Decisions/ Recommendations made

iii. Details of Grievances addressed:

Date of issuing complaint	Category of complainant	Category of grievance	Brief description of grievance	Date of complete resolution

ATSEA-2 Regional Project Management Unit

Jl. Mertasari No.140 Sidakarya,
Denpasar 80224, Bali, Indonesia

P: +62 361 448 4147
E: infoatsea2@pemsea.org
W: www.atsea-program.com