



# Complaint or Grievance Form

Date:(e.g., 15-Jan-2021) \_\_\_\_\_

**Activity: (Please tick)**

1. Component 1 - Construction of 2 No. Detention Ponds
2. Component 1 - Deferred and Routine Maintenance Dredging of the Odaw
3. Component 1 - Development of Flood Early Warning System
4. Component 1 - Replacement of Critical Bridges
5. Component 1 - Urgent Repairs of Prioritized Sections of the Odaw Drainage
6. Component 2 - Capping of Abloragyei Dumpsite
7. Component 2 - Capping of Old Fadama Dumpsite
8. Component 2 - Community Based Solid Waste Management SWM Interventions in Targeted Low-Income Communities
9. Component 2 - Construction of a Waste Transfer Station at GAEC
10. Component 2 - Construction of Engineered Landfill Site at Anyaa
11. Component 3.1&2 - Participatory Community Upgrading at Akweteman
12. Component 3.1&2 - Participatory Community Upgrading at Alogboshie
13. Component 3.1&2 - Participatory Community Upgrading at Nima
14. Component 3.1&2 - Public Engagement at Nima, Akweteman and Alogboshie by an NGO
15. Component 3.1&2 - Public Engagement at Old Fadama by an NGO
16. Component 3.3 - Develop Geospatial Asset Management System for MMDAS
17. Component 3.3 - Development of a Joint Basin Management Plan
18. Component 3.3 - Facilitate the Establishment and Operationalization of an Inter-Jurisdictional Coordination Management Committee (ICMC)
19. Component 3.3 - Operations and Maintenance Study
20. Component 4 - Construction of PCU office
21. Component 4 - Development and Implementation of Behaviour Change Communication Strategy and Action Plan
22. Component 4 - Development of Online Grievance Redress Mechanism
23. Component 4 - Establishment and Implementation of a Comprehensive M&E System for The Project
24. Component 4 - Gender-Based Violence (GBV) Services Mapping and Development of SEA/SH Prevention and Response Action Plan
25. Component 4 - Technical Pre-Feasibility Study Towards the Comprehensive and Sustainable Rehabilitation/Upgrading of the Commercial Parts of Old Fadama
26. Component 5 - COVID - EPRP
27. Component 6 - (I don't Know)
28. Component 6 - Associated Facility

**Category:**

1. Administrative
2. Compensation, Land Acquisition and Resettlement
3. Compliments
4. Construction Related
5. Environment, Health and Safety
6. General Community Concerns
7. Procurement
8. Enquiry
9. Gender Based Violence / Sexual Harassment / Sexual Exploitation Abuse
10. Others



# GARID GRIEVANCE REDRESS MECHANISM

GREATER ACCRA RESILIENT AND  
INTEGRATED DEVELOPMENT

**Complainant(s):**

(tick): 1. Individual 2. Institution 3. Group / Association 4. Whole Community

**Name:**

Do not fill the name field if you choose to remain anonymous

**Sex (tick):** 1. Male 2. Female

**Telephone:**

**Email:**

**Mode of contact: (tick)** 1. SMS 2. Email 3. Phone Call 4. Physical Meeting

Preferred method you would wish to be contacted

**District:**

**Community/Area:**

**GPS Address:**

**Close Landmark:**

**Description of grievance(s), attach supplementary information/ photos as required**