



GARID
GREATER ACCRA RESILIENT AND
INTEGRATED DEVELOPMENT



GREATER ACCRA RESILIENT AND INTEGRATED DEVELOPMENT PROJECT

**REPORT ON CONSULTANCY SERVICES FOR THE
DEVELOPMENT OF AN ONLINE GRIEVANCE REDRESS
MECHANISM (GRM) (GH-MWH-I45730-CS-LCS)**

JULY, 2021

LIST OF ACRONYMS

CERC	Contingent Emergency Response Component
GAR	Greater Accra Region
GARID	Greater Accra Resilient and Integrated Development
GBV	Gender-Based Violence
GLS	Grievance Logging System
GoG	Government of Ghana
GRM	Grievance Redress Mechanism
GRMS	Grievance Redress Mechanism System
IBRD	International Bank for Reconstruction and Development
ICT	Information & Communication Technologies
IDA	the International Development Association
MLGRD	Ministry of Local Government and Rural Development
MMDA	Metropolitan, Municipal and District Assemblies
MSWR	Ministry of Sanitation and Water Resources
MWH	Ministry of Works and Housing
PCU	Project Coordination Unit
PIU	Project Implementation Unit
PSC	Project Steering Committee
PSU	Project Support Unit
SMS	Short Message Service

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SECTION I: Completion Report

Project Name:	Consultancy Services for The Development of an Online Grievance Redress Mechanism (GRM)		
Date:	13 September 2021	Version:	I
Author:	Mohammed Osman Baba Gomda		
Project Sponsor:	Ministry of Works and Housing (MWH) – Greater Accra Resilient and Integrated Development (GARID) Project		
Senior User:	Project Coordinator, GARID		
Senior Supplier:	Jamal-Deen Abdulai (PhD)		

1.1. Overview

The Ministry of Works and Housing (MWH) is a Government of Ghana Central Management Agency responsible for formulating policies and programmes for the Housing and Works sub-sectors of the economy. It is also mandated to coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development. The Government of Ghana (GoG), through the Ministry of Works and Housing, has requested IBRD/IDA credit facility from the World Bank for investment in both structural works and non-structural services towards improving flood and solid waste management in the Greater Accra Metropolitan Area. The works and services will be delivered through a project – The Greater Accra Resilient and Integrated Development (GARID) Project

As part of achieving its mandate, GARID requires to maintain a robust database of grievances and complaints of the project-affected persons (PAPs), communities and other stakeholders such that grievances which are project-related can be lodged for redress.

In support of the development objective of the GARID Project, emphasis on social accountability and citizen engagement is considered an integral part of the project design and implementation process as well as the operationalization and maintenance of selected projects

under the GARID. Citizen engagement promotes community ownership of projects and incentivizes local participation in project implementation.

To support the GARID in discharging its mandate, JSolutions company limited was contracted to development and implement grievances and complaints system (GRM) to support the effective engagement of project-affected communities on project-related issues, and by which the local communities can convey their voices, concerns, and grievances about the project to the ministry and its supporting agencies. The contract was duly signed on 28th December, 2020 and took effect from 5th January, 2021. The project was expected to be completed in eleven weeks after signing of the contract. However, stakeholder engagements and their inputs as well as training delayed the project for additional one month.

1.2.Objectives of GRM

The primary purpose of this Grievance Redress Mechanism (GRM) is to provide avenues and corresponding institutions and processes by which persons and institutions; and other community stakeholders affected by activities resulting from the implementation of the GARID Project can lodge project-related complaints for redress. In addition, the online grievance system will to help the GARID project comply with the Grievance Redress Mechanism (GRM) requirements of the project by recording, assessing, and resolving grievances and complaints during the implementation of the GARID project in an efficient, effective, and transparent manner as possible. This includes the provision of an online centralized data management system that allows the safeguards team, PCU, PIU, PSU and other stakeholders to record and process complaints and grievances that arise from the project.

The software has automated the business process starting from complaints lodgement, through complaint processing to complaint closure. It enhances the storage of data by providing a centralised data management platform, provides easy retrieval of information, and analysis of data for reporting. In general, the software performs the following important functions:

- It allows easy and transparent submission of grievances and complaints observed in project areas (by beneficiary communities, technical experts, general public) for resolution;

- It also allows for full auditing of the process by which a complaint was addressed;
- It again enables relevant supervisors to review and address all grievances in a timely manner through electronic alerts/reminders; and,
- The monitoring of service standards for resolving complaints. The GRM maintains statistics on number of and types of complaints, time taken to resolve, etc. These statistics can be easily processed and published to the public website or included in reports for decision making.
- It also allows for anonymity at complainant's choice
- The system categorizes and separates gender-based complaints from regular complaints

Currently, the GRM software application is running on a test server deployed by the consultant. All the project objectives described have been achieved up to a greater extent. Based on additional information and suggestion gathered during stakeholder engagement including the World Bank, the system has been enhanced to be more interactive, robust and user friendly.

1.3. Project Completion Report Purpose

This report is the final document produced for the GARID project to assess the success of the project, identify best practices for future projects, resolve all open issues, and formally close the project. This report is also presented because all the tasks and deliverables have been developed, deployed and implemented and is being tested and piloted. Solutions will continue to enhance, maintain and support the system at no cost until 31st December, 2021. However, additional requirements and enhancement that are outside the current scope of the system will have to be discussed and if possible, costed prior to its inclusion or implementation

1.4. Project Completion Report Goals

This report is created to accomplish the following goals:

- Review and validate the milestones and success of the project.
- Outline outstanding tasks, issues, risks, and recommendations
- Identify project highlights and best practices for future projects.

1.5. End Project Report

This project has undergone many iterations during the developments and pre-testing stages. Notwithstanding these iterations and the changes, the following illustrates some key areas of achievements. These achievements differ greatly from the original plan due to the agile methodology used in the development process. With the agile methodology, the requirements cannot be made 100% clear upfront.

Agile software development is a model for development of information technology systems based on iterative and incremental development, based on feedback from the clients. It is an iterative approach to software delivery that builds software incrementally from the start of the project, instead of trying to deliver it all at once near the end. This methodology and approached was adopted in the design process of the GRM. The GARID technical experts and Jsolutions team had numerous interactions and meeting as well as presentations at virtual every stage of the development process. The two teams had both virtual and physical meetings on regular basis. At each stage new input were gathered and analysed for further enhancements

The following approaches were used to succeed in the project

1. Project intake – we define the core functionality and the scope of the project.
2. Project kick-off – The most important features were analysed and prioritize, and the tasks were broken down and arranged into sprints.
3. Project implementation –regular meetings measured the progress and detect the issues that are blocking the team. Clients receive progress status reports on regular basis. At the end of the sprint Jsolutions deployed the solution for client’s review and approval.

1.6. Benefits Delivered

The overall benefit of the system is the greater improvement in efficiency in grievances and complaints recording, processing and resolution, enhanced data capture and transmission, and boosts complainant’s alertness on their grievance or complaints over the manual system.

The software application is shipped in modules with powerful performance management tools for reporting, and analytics functionalities which helps users to have access to information quickly and with paperless workflows which culminates in to efficient administrative procedures

and processes. It also promotes citizen engagement and community ownership of projects and incentivizes local participation in project implementation.

The system extends wider access to project officials, increases the capacity of the PIU to monitor and track community concerns, reduce cost of reporting, and improve overall communication and interface between project implementing agencies and local communities and individuals

Integrate GLS with SMS and email technologies for easy communication to complainants and grievance redress officers in a timely manner. It ensures adequate security features are applied to ensure the integrity of the GRM is not compromised. The application has centralised data management system that allows the GRM team to record, review and refer complaints and grievances to appropriate implementing agencies (and designated officials) for redress. In the case of false complaints, the system will redirect the complaints to the appropriate assembly for redress.

Multi-level user interfaces are also implemented in the system for various roles and responsibilities of the users. This allows for:

1. Easy and transparent submission of concerns observed in project areas (by beneficiary communities, technical experts, general public) for resolution
2. Full auditing of the process by which a complaint was addressed;
3. Relevant supervisors to review and address all grievances in a timely manner through electronic alerts/reminders; and,
4. The monitoring of service standards for resolving complaints. The GRM maintains statistics on number of and types of complaints, time taken to resolve, etc. These statistics can be easily published to a public website or included in reports for management decision making process

1.7. Project Issues

Notwithstanding the numerous benefits users and complainant will drive from the system, there were some issues and experiences which led to some delays in the execution of the project. Below are some of these issues:

1. Delay on the part of GARID in organising meetings and responding to the consultant's requests quickly due to the bureaucratic nature of communication at the ministry.
2. Delay in testing modules and sending feedback to the consultant for improvement of the system

1.8.Recommendations

The software is currently hosted on a provisional server Jsolutions which can be accessed via internet and from the GARID website. We recommend that management should quicken the process of purchasing all the resources needed to have it launched on their recommended servers. These resources include the domain name, hardware, SSL, public IP etc. The piloting should also be done effectively to test the system thoroughly prior to launching it to the general public. The system can only be solid and bug free after continues improvement on it and this requires concerted efforts from the GARID team and the consultant.

1.9.Follow-On Actions

As the project is being completed, JSolutions is mindful of the training of the staff at no additional cost. However, it is our hope that the testing and piloting of the system will be completed by 18th June, 2021 and we can roll over to piloting the system. It is our expectation that cleaning up the system and address of any pending issues that may arise from system deployment will be completed by June 30, 2021. Finally, it is our greatest believe that by July 1, 2021, complainants will begin to lodge their complaints and grievances online without any hinge.

1.10. Handover/Training Needs

As earlier stated, we have trained the staff of GARID and other stakeholders on the use of the GRMS. It is our hope that the users will be motivated and resourced by PCU to use the GRMS. In addition, we have also submitted a comprehensive User Manual that will greatly assist users to adequately understand the usage of the system easily and quickly.

SECTION II: Training Programme

2.1. Training User Manual on GRM

2.1.1 Introduction

In support of the development objective of the Greater Accra Resilient and Integrated Development (GARID) Project, emphasis on social accountability and citizen engagement is considered an integral part of the project design and implementation process as well as the operationalization and maintenance of selected projects under the GARID. Citizen engagement promotes community ownership of projects and incentivizes local participation in project implementation.

In advancing social accountability, the GARID project institutes deliberate initiatives for engaging project-affected communities on project-related issues and to provide easily accessible mechanisms by which local communities and individuals can convey their voice, concerns, and grievances about the project to the ministry and its stakeholders. The mechanism for receiving and resolving project-related grievances facilitates dissemination of information about the performance of the project and other service providers during and after project implementation. GARID therefore initiated Grievance Redressal Mechanism (GRM) that includes the use of Information & Communication Technologies (ICT) and web-based instruments to build the necessary interface and relationship between the project and service providers on one hand and the community and individuals on another. The ICT instrument (online software system) will serve as a medium for receiving and addressing project-related grievances and complaints. The online software (Grievances Redress Mechanism (GRM)), gives the communities the opportunities to lodge their complaints and interact with the GARID project and its stakeholders.

2.1.2 Objectives of GRM System

The overall purpose of the online grievance system is to help the GARID project comply with the GRM requirements of the project by recording, assessing, and resolving grievances and

complaints during the implementation of the project in an efficient, effective, and transparent manner as possible. This includes the provision of an online centralized data management system that allows the safeguards team (and with the help of the assemblies and other stakeholders) to record and process complaints and grievances that arise from the project.

The online software system will use electronic method of Grievance Redress Mechanism (GRM) to facilitate recording, assessing, and reporting of grievances and complaints during project implementation in an efficient, effective, and transparent manner. The online software system gives wider access to project officials, increase the capacity of the PCU, PIU, PSU etc to monitor and track community and individual concerns, reduce cost of reporting, and improve overall communication and interface between project implementing agencies and local communities and individuals.

2.1.3 Training Objective

The primary objective of this training is to enable trainees to use the online system to record, process and resolve grievances and complaints.

At the end of the training, the trainees should be able:

1. To navigate the GARID website using different devices with internet access
2. To guide a complainant to lodge a complaint or grievance online using the GARID website
3. To lodge a complaint received via other channels such as walk-in, telephone, text and other social media handles.
4. To process a complaint or grievance lodged by a community or individuals from project affected areas.
5. To make comments, extend complaint resolution dates, escalate complaint etc.
6. To resolve and close complaints and grievances
7. To generate the appropriate reports using the online system
8. To receive alerts and notifications on their mobile devices and email addresses on actions they perform as well as actions performed by others

2.1.4 Target Audience

The GRM system is developed for all categories of staff of the project and other stakeholders who have basic knowledge computer usage. However, to lodge and resolve a complaint, the staff must be trained or have the adequate knowledge of the subject area. The target end-users for this training include:

- i. System administrators
- ii. Complaint administrators
- iii. Safeguards teams
- iv. Other grievances and complaints resolution team members

2.1.5 Instructional Methods

This training will be instructor led. However, trainees are expected to bring along their laptops. These laptops must have the ability to connect to the internet using a modern web browser. The most recommended web browser for this application is the Google Chrome. However, participants can also use any of the following browsers:

1. Internet Explorer
2. Microsoft Edge
3. Google Chrome
4. Mozilla Firefox
5. AVG Secure Browser
6. Safari
7. Opera

The following methods will be adopted for the training:

1. The trainer will give an overview of the key functions of each of the modules implemented in the GRM.
2. Practical training sessions involving the use of dummy data representing a full complaint or grievances lodging and processing life cycle.
3. Exercises and problem-solving sessions to address challenges faced by users

4. Individual assignments which can be carried out at the users' own pace
5. Question and answer sessions
6. Evaluation of the training

The instructor will give an overview of each module and examples of its use. The instructor during this period will allow the trainees to explore the entire application menu items to familiarize themselves with the various tasks that can be performed on each module. Trainees will each perform the tasks using dummy data to test the user experience of the User Interface (UI). This will allow trainees to experience the effects of their interactions with the software and desired outcome. The instructor will at all times be on standby to respond to user difficulties in progressing to the next task throughout the complaint or grievance life cycle.

In addition, individual assistance will be given to the trainees to ensure that all trainees are able to carry out the exercises and obtain the desired results. The training will be provided for different classes of users based on their roles and functions in the system.

The trainees will be put into groups and roles. Each group will represent a project location or category. Trainees will also be given different roles to perform different tasks assigned to them by the group complaint administrators.

2.1.6 Resources and Facilities

The project coordinator will choose a venue for the training. The venue should be spacious and have adequate ventilation to keep participants comfortable. Provisions should be made for coffee breaks and lunch in order to keep participants active throughout the training duration.

In addition, the venue should have reliable and high-speed internet access, overhead projector with good resolution and adjustable projection screen, flipchart or visual aids panel with markers, and computer and printer; and materials such as memo pads and pencils or pens. Participants will be given the memo pads with pens or pencils for writing down the training related notes.

The project coordinator should also ensure that each participant is given a copy of the training program and manual in order to guide everyone during the training session. Participants may request for a copy of this document if he/she is not given one.

2.1.7 Data entry fields

The training shall focus on how to lodge, record, process and resolve grievances and complaints using the online system as well as the resolution requirements and steps. The following fields are available for trainees to lodge their complaints. The participants must keep track of their respective complaints in order to monitor any progress being made.

Field	Description
Activity	Complainant will be required to select an activity that is being affected by the complaint. However, if a complainant is unable to determine the activity under which the complaint falls, he/she should select “ <i>I don’t Know</i> ”
Category	Complainant is also required to select the category that applies from the drop-down list. The options available are: <ul style="list-style-type: none"> • Administrative, • Compensation, Land Acquisition and Resettlement • Compliments • Construction related • Enquiry • Environment, Health and Safety • Gender Based Violence, Sexual Harassment, Sexual Exploitation Abuse However, if a complainant is unable to determine the category under which the complaint falls, he/she should select “ <i>Others</i> ” and provide appropriate description
Complainant(s)	The complainant is the person, group or community who is being affected by the project and lodging complaint to GARID. If Individual is selected, then the individual’s name field becomes optional.
Name	This is an optional field if the complainant is an individual, which

	implies that the complainant may provide his/her name. If a name is not provided the complaint will be regarded as anonymous. However, the complaint will still be processed. If Institution, Group/Association and Whole Community is selected, the name field becomes mandatory. This is to assist the GARID project to identify the institutions or groups and do follow ups where the need arises.
Sex	The complainant will be required to select the sex. Again, this field is only mandatory if the complainant is an individual.
Telephone	The complainant will be required to provide a single mobile number via which he/she or the institution or community can be reached. Example of the formats allowed for the mobile numbers are 0244123456 or +233244123456
Email	The complainant may optionally provide an email address. However, the GRM can cannot verify the existence of such email address but it must conform to standard email format
Preferred mode of contact	The complainant will be required to select his or her preferred mode of contact. The available contact methods are SMS, email, telephone call or Physical Meeting.
District	Complainant is required to choose the affected district from the drop-down box.
Community	Complainant is required to choose the affected community from the drop down. However, if the community's name is not found in the list, then he/she is required to select “ (New Community) ” and then type the name of the community in the textbox below it.
GPS Address	The complainant may optionally provide a GPS address that will help to identify and resolve the complaint. This could be also the GhanaPost GPS code
Close Landmark	The complainant may optionally provide any close landmark,

	physical structure or any other form of address through which the complaint can be ascertained.
Complaint Details	The complainant will be required to provide the actual complaint that is bordering him/her or the institution or body that he/she is representing. The message should be simple, concise and straight to the point.
Received Date	The date the complaint was received or submitted by the complainant. This field uses the system date as the first option. The user may however provide the specific date.
Complaint Channel	The channel through which the complaint was received. This field is automatically determined when the complaint is being lodged from the website. The channel of complaints includes SMS, email, telephone calls, field visits, Walked-In, Social Media etc.

Lodging a grievance or complaint

Activity *: Category *:

Complainant(s) *: Name:

Sex: Telephone *:

Email: Preferred mode of contact *:

District *: Community *:

GPS Address: Close Landmark:

Complaint Details *:

Attachment:

The table below also list the fields needed to process a complaint or grievance in the GRM.

Field	Description
Date Processed	The date the complaint was processed. This field uses the system date as the first option. The user may however provide the specific date.
Processed By	This refers to the user who processed the complaint in the system. It is

	determined by the login credential that was used to process the complaint.
Processed Message	Since complaints may be received in different languages or as an SMS messages, the GRM allows for the storage of the “raw” and “processed” complaint. The processed message is the complaint administrator’s interpretation of the raw complaint message
Activity	An activity is added to complaint by selecting activity from the drop-down box. This is the activity to which the complaint relates. Most of the reports and statistics from the GRM will be based on this activity.
District	The District field represents the district of the affected community, group or individuals. In reporting, we are able to produce statistics of complaints based on the content of the district field.
Category	The complaint administrator is required to assign a category to the complaint by selecting it from the drop-down list. The category will be used by the system in reporting on complaints statistics.
Resolution Group	Resolution groups are responsible for resolving a processed complaints. The system currently supports the following Resolution Groups: <ul style="list-style-type: none"> • CC - Contractor/Consultant • CGC - Community Grievance Committee • PSU - District Grievance Committee • PIU - Safeguard Team • PCU - Safeguard Team • GBV - GBV Service Provider • National Mediation/Prosecution All users belong to the assigned resolution group will receive alerts and notifications upon processing the complaint for resolution.
Complaint Priority	This allows the Complaint Admin to categorize the severity of a complaint. Whenever a Complaint is lodged, the Complaint Administrator assigns a Priority to that Complaint. That Priority can be “Low”, “Medium” or “High”, according to the definitions below. Note: If the complaint is related to project benefits, it cannot be a ‘Low’ priority. <ul style="list-style-type: none"> • High Priority: Issues which potentially affect beneficiaries, safety

	<p>at the project site, or which can cause significant environmental damage.</p> <ul style="list-style-type: none"> ● Medium Priority: Issues which could potentially cause cost increases or time delays on a significant component of the project; and/or be in conflict with law. ● Low Priority: Issues which are not critical to the successful completion of the project.
<p>Comments / Action</p>	<p>Comments should be added to a complaint to document any significant investigation into the complaint, or any progress towards resolution. Comments should be added to document discussions with the complainant or any officials. A comment can be added by any user who is part of a resolution group that has been assigned to that complaint, or by any user who has been identified as a supervisor.</p>
<p>Upload File</p>	<p>The GRM allows upload of pictures and other file types as part of complaint or grievance data. These attachments may have been sent by the complainant, or by anyone involved in the investigation and resolution of the complaint. They can be uploaded to the system by the complaint administrator at any time prior to closure of the complaint. Previously uploaded attachments are shown in the attachment portion of the complaint screen. Clicking on the attachment allows the user to view and or edit the attachment. New attachment can be added by clicking on the 'Attach' box, and choosing a file to upload.</p>

Grievances & Complaints due for Processing

Complaint

[Back](#) [Report as Non-GARID](#) [Report as False Complaint](#)

Complaint ID: COMP3.3/MLGRD/0002 Date Received: 06-May-2021

District: Accra Metropolitan Assembly Community: Avenor

Complaint Details: Testing to generate file upload error for checks

Activity: Develop Geospatial Asset Management System for MMDAS Channel: Website

Category: Procurement Attachment:

Complainant Information Complaint Processing Actions Taken / Milestone Notifications

Processed Message:

Activity *: Component 3.3 - Develop Geospatial Asset Management System for MMDAS

District *: Accra Metropolitan Assembly Community *: Avenor

Category *: Resolution Group *:

Priority *: Low Medium High Activity Aspect *: Physical Non-Physical

Comment/Action:

[Save](#) [Submit](#)

2.1.8 Modules

The training will be focused on the following core modules and submodules

Dashboard	
Dashboard	The Dashboard contains numerical counts of the numbers of grievances and complaints in the system. These include number of Processed, Resolved, Unprocessed Complaints etc.
Profile	This contains the log on user's personal and login information. This page is also used to change users' passwords, photographs etc.
Complaint	
Capture Complaint	This page is used to capture complaint submitted to complaint administrator via email, text message, hard copy complaint form etc. Users can only view complaints they captured and are yet to be submitted for onward processing.
Complaint Processing	After a complaint is received or submitted, whether

	verbally, by email or via the website, it needs to be processed prior to its resolution. This submodule is used to perform the complaint processing
Awaiting Resolution	When complaints have been lodged and processed, it is important for the associated resolution group to investigate and resolved it using the appropriate procedures. The resolution of the complaint should be documented in the system. This submodule is used to capture the resolution that was arrived at in addressing the complaint.
Overdue Complaint	This page contains the list of complaints whose responses are overdue, thus complaints which have not been processed or resolved within the stipulated time period. On this page, users can add comments, escalate complaints or extend the resolution date of the complaint.
Awaiting Closure	This page contains the list of complaints whose resolution information have been captured in the system by the resolution support group and are awaiting confirmation from the complainant. This page is therefore used to confirm or otherwise of the complainant's response to the resolution reached.
Reopen Complaints	Once a complaint is resolved and closed, the data cannot be edited. However, there may be instances where it needs to be re-opened; for example, if an error was made with the complainant details, etc.
Search / Overview	This page is used to perform a wide range of search.
Reports	
Statistics	This page is used to perform a wide range of search and contains various report options. Participants can use this

	<p>submodule to view, download or print the statistical data generated. One notably action on this page is that each report is presented on a separate web tab of the web browser. In this way, multiple data can easily be generated with ease. Depending on the user's project location the data displayed may vary.</p>
Complaint Specific	<p>This submodule is used to generate reports of different categories for a specific complaint. Every generated report can be previewed, downloaded or printed</p>

TRAINING COMPLETION REPORT

2.2.1 Executive Summary

The **GREATER ACCRA RESILIENT & INTEGRATED DEVELOPMENT PROJECT (GARID)**, as part of its efforts towards digitising the Grievance Redress Mechanisms (GRM) processes, invited specific participants to a Training Workshop on the GRM Information System platform which was recently developed by JSolutions Company Ltd. The participants were from its Project Coordinating Unit (PCU), Project Implementing Units (PIUs), the affected Metropolitan, Municipal and District Assemblies (MMDAs) and other vested institutions. Amongst the participants were persons from development planning and client service units and office of the presiding members. Given the objective of the training workshop and the need for teamwork, the participants were not necessarily restricted to the core people of that subject area. The training workshop forms part of the software development project deliverables and was planned, organised, and delivered by both the PCU and JSolutions Company Ltd.

The GARID Project is a World Bank (IDA) funded project running over a period of five years. It is an Investment Project Financing (IPF) project with its main focus being that of improving the management of flood and solid waste in the Odaw River Basin of the Greater Accra Region. It is also for improving access to basic infrastructure and related services in the targeted communities within the Basin and the Greater Accra Region as a whole.

The Project Coordinator Dr. Ohene Sarfoh, who represented himself as well as the Chief Director of the primary sector Ministry (Ministry of Works & Housing) Mr. Solomon Asoalla, respectfully opened the workshop. Dr. Sarfoh was assisted by Mr. Abdul-Rahim Abdulai, the Social Safeguards Specialist of the Project. The training workshop commenced on schedule with normal closing times at 4:00pm.

The opening and closing addresses were delivered by Dr. Ohene Sarfoh with support from Mr. Abdul-Rahim Abdulai. Participants were encouraged to pay attention and learn as much as they can since the online GRM system was going to be deployed soon and would be one of the key platforms participants will use to interact and share project affected grievance and complaint information. In their final closing remarks, they cited their extreme happiness with the

discourse that had characterised the training workshop and how participants were fully engaged and contributed ideas towards improving the user experience of the online GRM system.

The training workshop run for four days and attendants of all the days were encouraging. Average attendants per day was 48 out of 51 expected attendants representing about 98% of attendants.

The participants' evaluations of the training workshop obtained from administered questionnaires are summarised in the table below. The number of respondents to the questionnaires is 55 and the summary of the evaluation is in Figures 2.1-2.4

The Organisers of the training workshop together with the management of the hotel had put in place Covid 19 safety protocols in and around the conference room. In particular, the following safety measures were guaranteed; use of face masks, social distancing in the sitting arrangements, no hand shaking, use of alcohol-based hand sanitisers and temperature guns at the hotel entrance to monitor the temperatures of all persons entering the hotel.

Our recommendations for future training will be submitted in due course under a separate correspondence. However, one of key training requirements that has been observed is skills in the data analytics. We expect an exponential growth of data after system deployment, and we will recommend capacity building training workshop on data analytics for some selected staff.

2.2.2 Training Overview

The primary objective of this workshop was to empower participants to use the online GRM system that has been developed to record, process, and resolve grievances and complaints from the project implementation communities. Given the prevalence of the COVID19 infections, participants were put into two groups to ensure that the social distancing protocols were adequately observed. The first group of participants were trained in the first two days of the workshop and the second group were trained in the last two days.

The participants were drawn from amongst others, the Project Coordinating Unit (PCU), the four (4) Project Implementing Units (PIUs), the affected Metropolitan, Municipal and District Assemblies (MMDAs) and other vested institutions. In total, 99 participants attended the training out of 102 invitations. The workshop took place at Tomreik Hotel, East Legon – Accra on May 4-7, 2021.

The workshop started with an opening address from Dr. Ohene Sarfoh, the project coordinator who gave an overview of the GARID Project and the expectation of the training workshop. The delegates participated in the program introduced themselves and the agencies they were representing as well as their designations. The training modules were categorised into two modules and each module was run for a day for each group. The two modules are:

Module 1: Overview of Grievance Redress Mechanisms and Online GRM System.

Module 2: Hands-on Training of Online GRM System.

The modules were jointly presented by Mr Abdul-Rahim Abdulai, the Social Safeguards Specialist of the project and Mr Osman Mohammed Gomda, the Lead Software Developer of JSolutions Company Ltd.

Throughout the four days, training starts average at 9:30AM and ends 4:00PM each day with an hour lunch break from 1:00PM to 2:00PM.

2.2.3 About Participants

In addition to the participants from the MMDAs were other key members from PCU present. Among the key personnel present were the Project Coordinator Dr. Ohene Sarfoh, who represented himself as well as the Chief Director of the Ministry of Works & Housing, Mr. Solomon Asoalla, respectfully opened the training workshop. Dr. Sarfoh was assisted by Mr. Abdul-Rahim Abdulai, the Social Safeguards Specialist of the Project. Other key members who also assisted in the training were Mr. Komla Dorny, the Communication Specialist of the project and Mr. Majeed Raqib, Safeguards and M&E Assistant. The participants for the workshop were put into two manageable groups due to the COVID-19. Each group was allocated two days.

2.2.3.1 Class Attendance

Groups	Session	Expected Attendance	Actual Attendance	Percentage of Attendance
Group I	Day 1	53	52	98%
	Day 2	53	50	94%
Group II	Day 3	49	47	98%

	Day 4	49	45	92%
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2.2.4 The Goal and Learning Outcomes

The main goal of the training workshop is to motivate members from PCUs, PSUs and other key stake holders to use the online GRM System to manage grievances and complaints to the project. The training also offers us, the consultants, the opportunity to have direct interaction with the user groups and to gather their inputs which will be used improve the performance of the software before going live.

In broad terms, at the end of the training workshop participants were expected to be able to:

- lodge a grievance and complaint on to the GRM system
- lodge a complaint received via other channels such as walk-in, telephone, text and other social media handles.
- process a complaint or grievance lodged by a community or individuals from project affected areas.
- generate appropriate reports using the online GRM system

2.2.5 Training Contents

To achieve the learning outcomes stated in Section 2.2.4, we ensured that the following key topics were fully covered over the two-day period for each group:

- *Navigating the GARID website for GRM information and the use of the toll-free phone number*
- *Lodging complaint or grievance from the GARID website*
- *Assisting complainant to Lodge a complaint or grievance from the GARID website*
- *Lodging complaint or grievance from the back end*
- *Complaint or grievance progress monitoring*
- *Using the online system to resolve a complaint*
- *Using the online system to check the status of a complaint*
- *How complainants receive communication in respect of their complaints*
- *How non-GARID complaint are redirected to their agencies for redress*
- *Complaint Closing and Re-opening procedures*

2.2.6 Training Procedures

The training session started with the introduction of the facilitators to the participants which was followed by every individual participant introducing himself/herself by mentioning their name, their current position, and the organization they represented.

The facilitators in consultation with the participants set the basic guidelines of the training session. This was to ensure productive time management over the two days sessions. Among them were switching off phones or putting them on silent during training, reporting to class on time, respecting others' ideas, not interfering when others talk etc. These guidelines were noted down on a flip chart and pasted to the wall for the rest of the workshop.

Participants were asked about their expectations from the training and what they expected to learn during the two days. Each trainee shared their views which they also noted down in the space provided in their workbooks.

After this, the session was proceeded further by the trainer explaining the main purpose of the online Grievance Redress Mechanism system and what the trainees will learn about it, by pointing out major topics to be covered during the two days of training.

The rest of the days of the training went ahead normally where there were presentations used to display major points of discussion and the points were then discussed by the trainers and the participants shared their views and experiences about the topics discussed.

On the first day of each group, Abdul Rahim Abdulai, the social safeguard specialist, takes participants through the aims and objectives of the GARID project as well as the detailed implementation procedures and measures being taken to successfully implement the GARID project. Participants during these sessions also share their views and historical knowledge of the subject matter.

To keep the participants active throughout the training period, a 15-minute tea or coffee break was given each day starting at 11:30 am and then a 1-hour lunch break starting at 01:30 pm.

2.2.7 Facilitation Techniques Used (Methodologies)

Both Participatory Learning Approach and Problem Based Learning were the training methodologies used for facilitation of the workshop. The first session of the workshop consisted of discussions on principles and procedures of Grievance Redress Mechanisms of the GARID project. This offered participants a platform to openly discuss and share experiences and practices of GRM from different



project implementation sites. The software data entry screens and process flows were then presented to participants. The second session of the workshop consisted of hands-on practice with the online GRM system. We used a Case Study to simulate grievance and complaint lodging, processing, reporting and closing. Participants were put into groups with each member acting as one of the user groups and performing dedicated activities implemented in the online GRM system for that user group. This approach motivated group activities and teamwork and had actively engaged all participants throughout the training period.

Other techniques used to motivate participants engagement were questions and answers sessions, brainstorming, group discussions, and practical implementation of some of the topics. The multitude of training methodologies were adopted to ensure that all participants get the skill and are motivated to use the online GRM system main platform for grievance and complaints redress management.

2.2.8 Closing of the Training

After the post-tests were administered and the final training evaluation forms were filled in by the participants, the project coordinator expressed his closing remarks and reiterated the importance of the training for the trainees in their daily activities and their readiness for applying the learnt concepts in their assigned tasks.

2.2.9 Client Project Background

The GARID Project is a World Bank (IDA) funded project under a credit of USD 200 million over a period of five years. The project's main focus is that of improving the management of flood and solid waste in the Odaw River Basin of the Greater Accra Region as well as improving access to basic infrastructure and services in the targeted communities within the Basin. It is an IPF (Investment Project Financing) Project.

The project is implemented across the following four Ministries:

- Ministry of Works and Housing (main implementer) (MWH)
- Ministry of Sanitation and Water Resources (MSWR)
- Ministry of Local Government & Rural Development (MLGRD)

The project is divided into the following components:

- Component 1: Climate Resilient Drainage and Flood Mitigation Measures
- Component 2: Solid Waste Management Capacity Improvements
- Component 3: Participatory Upgrading of Targeted Flood Prone Low-Income Communities and Local Government Support;
- Component 4: Project Management; and
- Component 5: Contingent Emergency Response Component (CERC)

The beneficiaries of the project are amongst the following:

- i. Families, businesses and offices located within the Odaw River Basin
- ii. Selected communities benefiting from improved Service Delivery, Sanitation and Water Management
- iii. People living in the Greater Accra Region (GAR) who will benefit from improved flood preparedness, Sanitation and Water Management and Metropolitan Governance.

It is expected that Phase I of the Project will benefit about 2.5 million people living within the Odaw River Basin and 4.7 million people living in the Greater Accra Region in general.

Amongst the main result indicators for the project are:

- i. Improved Capacity of the Primary Odaw channel to carry floodwaters

- ii. Improved Upstream floodwater retention capacity
- iii. Flood forecast system in place to predict flood and at-risk communities
- iv. Increased amount of solid waste from underserved low-income communities collected and disposed in sanitary landfills as opposed to coming through the Odaw channel
- v. People generally witnessing improved urban living conditions within the larger Greater Accra Region.

2.2.10 Key Engagement Team Members

Resource Person – Mr Osman Mohammed Gomda (Session I and II: Presentation and Facilitation of online GRM system)

Mr Gomda is the Lead Software Engineer of the online GRM System. He has over 15 years of experience in software development and deployment as well as application systems managements in Ghana and beyond. He is also specialised in system security and database management administration, especially relational database management systems. Prior to joining Jsolutions limited, Mr Gomda had worked with A&E Options Limited as system's specialist in charge of database management and all that relates to database management. He jointly, designed, coded and debugged all assigned projects to specification and also ensure data security and integrity are not violated. He also worked SW Global Limited and Socketworks Nigeria Limited as Technical Support Engineer. He supported the integration of the company's software applications and online transactions. Provided data transformation services to maintain data normalization standards. Conducted checks to avoid data redundancy. He also acted as intermediary between customers and the development team, and estimated effort and time required to carry out customization task to aid planning.

Resource Pearson – Dr Jamal-Deen Abdulai (Engagement Management)

Dr Abdulai is the Lead Consultant to the online GRM System. He is a senior lecturer in computer science and currently the Head of Department of Computer Science, University of Ghana. He is an ICT professional and an academic in computer science with over 10 years working experience in both industry and academia.

He graduated with PhD in Computer Science in 2009 from University of Glasgow, UK. Prior to that, he received BSc Computer Science in 2002 from Kwame Nkrumah University of Science and Technology (KNUST).

Prior to his appointment at University of Ghana in 2013, Dr Abdulai worked with School of Technology, GIMPA as a lecturer from 2009 to 2013 and worked at the University for Development Studies (UDS) as Senior Research Assistant from 2002 to 2004.

He has a broad background in computer science with specific training and expertise in wireless communications and intelligent systems. He has developed lightweight communication protocols for embedded systems suitable for IOTs platforms using stochastics methods and machine learning algorithms. Currently, he directs broad spectrum of research ranging from Smart Cities, Smart Agriculture to Smart Health using sensors, wireless communication protocols and machine learning algorithms. His current active research is focus on early detection of cervical cancer using deep learning algorithms. He's also been working as lead consultant for Government of Ghana's E-Government projects. He led teams to develop and implement Public Investment Management software system for Ministry of Finance, Public Contract Management and Accounting System for Ministry of Roads and Highways, and many others. He a senior member of IEEE and ACM. In summary, he has a proven record in research, mentoring/training and service focused on building computational models and software systems in different application areas.

2.2.11 Evaluation Framework

Each participant was encouraged to complete an evaluation form for each of the sessions. The evaluation form is specially designed to assess key areas of the workshop. Among them are: quality of facilities and equipment provided, the content of the workshop and quality of delivery and personal engagement of the resource person. The evaluation forms were then collated and analysed as shown below. The Rating Scale adopted for the evaluation exercise are 1-Poor, 2-Below Average, 3-Satisfactory, 4-Good, and 5-Excellent.

A total of 65 respondents completed and submitted the evaluation form out of 102 participants. The graph in Figure 2.1 shows aggregated responses with respect to the key evaluation metrics, Training Session, Instructor Evaluations, and Software Usefulness at Workplace.

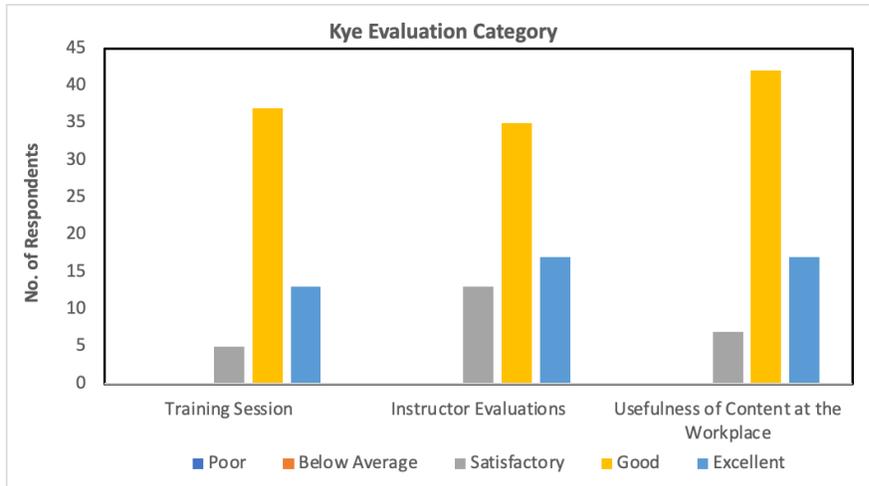


Figure 2.1: Kye Evaluation Category

Training Session - The Training Session component of the evaluation metrics measures participants responses to the following questions:

- The content was organized and easy to follow
- The content was organized and easy to follow
- The objectives were met
- Participation and interaction were encouraged
- Group atmosphere
- Content met expectations
- Content was clear
- The course length was appropriate
- The exercises were helpful and relevant

The graph in Figure 2.2 shows participants responses to individual questions of the Training Session component of the evaluation form.

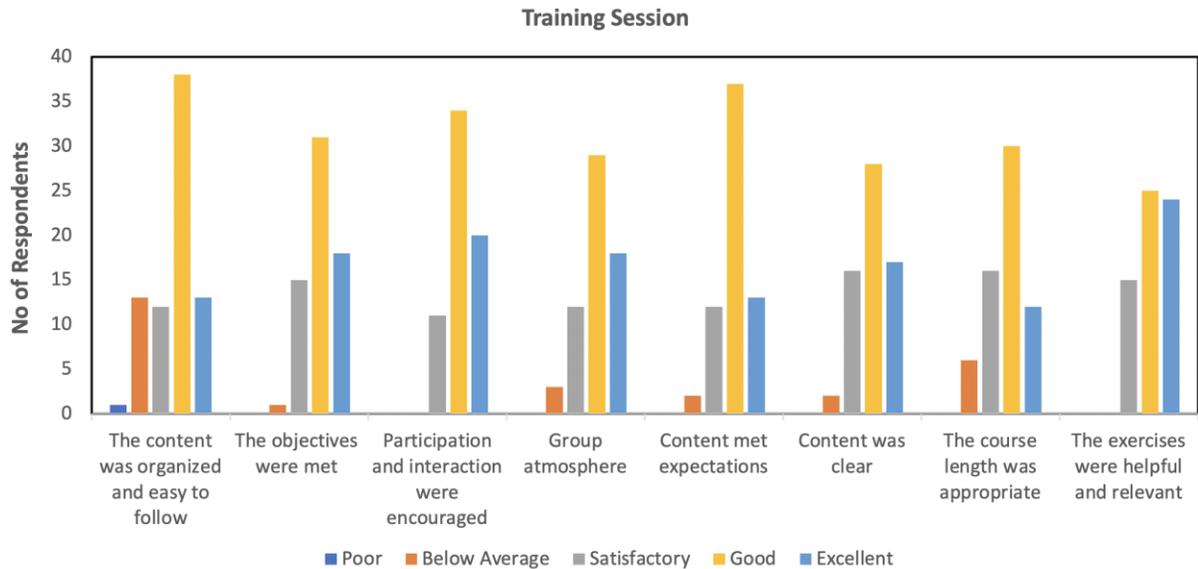


Figure 2.2: Training Session Component

Instructor Evaluation Component – This key evaluation component measures participants responses to the following set of questions.

- Teaching/Training methodology used
- Level of Knowledge of the topic under discussion
- Ability to explain and illustrate concepts
- Clarity of answers to questions asked by the participants

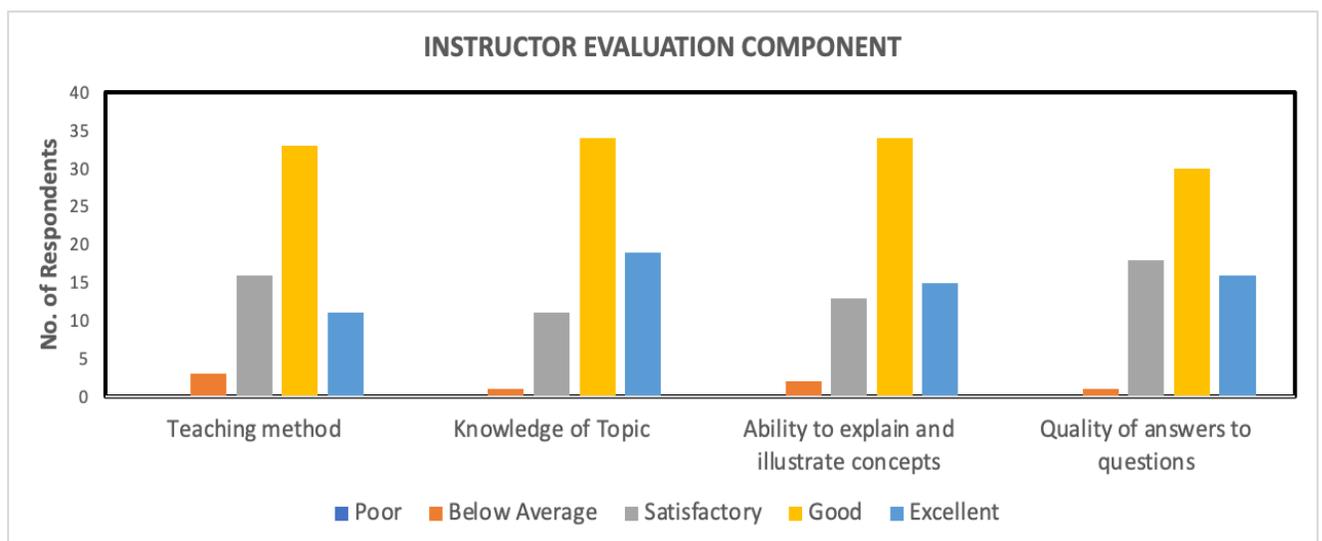


Figure 2.3: Instructor Evaluation Component

Software Usefulness – The Software Usefulness is a key component that measures participants responses to the following questions:

- Usefulness of online GRM in my job
- Content is current
- Task list performed at training met my expectations

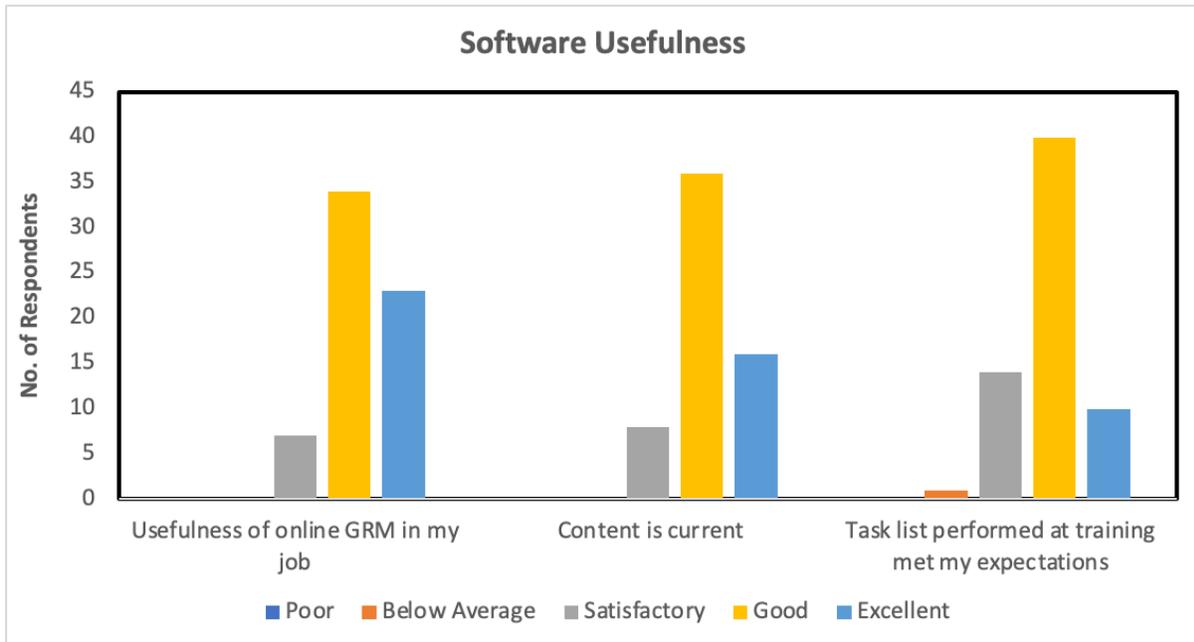


Figure 2.4: Software Usefulness Component

2.2.12 Conclusion

The training workshop concluded successfully without any serious incident. At all times, participants demonstrated their interests and were eager to share field experiences and learn new things. There were quite a number of contributions from participants which aimed at improving the quality, robustness and user experience of the Online GRM system. JSolutions will work with the leadership of PCU to implement these recommendations and contributions in the near future versions of the Online GRM System. We want to use this opportunity to thank all participants and in particular, the leadership of GARID project for organising this workshop. We also want to thank the entire team of PCU and PSU for their endless patience

working with us through the stages of requirement gathering, system development and testing. We look forward to our future engagements in this project and other potential new projects that may be proposed towards achieving complete digitization of the GARID project.

2.2.13 Recommendations

The Online GRM System provides a platform to facilitate the interaction between the public at project affected areas, PCUs, PSUs, the World Bank and other resolution groups. As such the uptime of the GRM system should not be compromised. The Consultant therefore recommends the following to guarantee 99% of system availability and maximum utilization.

- **Hosting of GRM System** – The Consultant recommends that the Project should purchase efficient and reliable hosting platform for the Online Grievance Redress System upon completion of the testing phase. This was not part of the contractual arrangements with the Consultant. However, the Consultant will be available to provide such service on behalf of the Client at a cost.
- **Resourcing Key Staff of GARID Project for implementation of the GRM System** - For efficient delivery of the online grievance redress service, the Consultant recommends the Project to provide resources (laptops, tablets, routers and internet access) especially at the Project Support Unit (PSUs) and Community levels of the Project. The Client Service Desks of the various PSUs, who would deal more directly with the PAPs should be given laptops and routers, whilst the Community Liaison officers/Assemblymen are given tablets (with data) to ease in grievance reporting and resolution.

In addition, the staff should also be provided with mobile phones with internet access. This would enable them to communicate effectively with complainants and other key stakeholders on the project. When staff are provided with this equipment, they become more accountable to the GARID project and their performance.

2.2.14 Appendices

Appendix I: Photographs of Training Session



The Project Coordinator, Dr. Ohene Sarfoh delivering a speech at the training workshop



The Social Safeguards Specialist, Mr. Abdul-Rahim Abdulai speaking to participants on the first day of the training



Participants in the training programme



Participants being assisted on the use of the online GRM system

Appendix 2: Training Evaluation Form

Evaluation Sections	1	2	3	4	5	Rating Scale 1-Poor 2-Below Average 3-
						Satisfactory 4-Good 5-Excellent
General						Comments
Registration process						
Facilities						
Quality of computer equipment						
Training Session						Comments
The content was organized and easy to follow						
The objectives were met						
Participation and interaction were encouraged						
Group atmosphere						
Content met expectations						
Content was clear						
The course length was appropriate						
The exercises were helpful and relevant						
Instructor						Comments
Teaching method						
Knowledge of Topic						
Ability to explain and illustrate concepts						
Quality of answers to questions						
Software Usefulness						Comments
Usefulness in my job						
Content is current						
Task lists met expectations						
You (Participant)						Comments
Your interest in the session						
Your goals were met						
Likelihood to use what you've learned						
Comments						
What was most useful:					What was least useful:	

What aspects of the software could be improved?	What aspects of the training could be improved?
<p style="text-align: center;"><i>Please write any additional comments you have on the back.</i> Send additional comments to 0262 377 663 or gomdafas@yahoo.com</p>	

THANK YOU FOR COMPLETING THIS FORM. FEEDBACK RECEIVED WILL BE USED TO PROVIDE IMPROVEMENTS TO THE GCLS AND FUTURE WORKSHOPS.

Appendix 3: Training Programme Outline

DAY ONE	
TIME	TOPIC
09:30 – 10:00am	<ul style="list-style-type: none"> • Welcome address • Introduction by participants • Introductory remarks <ul style="list-style-type: none"> - GARID - WB
10:00 – 10:30am	<ul style="list-style-type: none"> • Overview of GARID and GRM
10:30 – 12:00pm	<ul style="list-style-type: none"> • Defining GRM Actors and Roles and responsibilities • Communication to GRM Users
12:00 - 01:00pm	LUNCH BREAK
01:00 – 04:00pm	<ul style="list-style-type: none"> • Interacting with stakeholders and use of standard operating procedures • Experiences of stakeholders, Grievance Recording and experiences by the assemblies • community development and grievance redress • GARID website, GRM software and standard procedures; General discussion • Close
DAY TWO	
TIME	TOPIC
09:30 – 10:00am	<ul style="list-style-type: none"> • Recap of Day I
10:00 – 11:00am	<ul style="list-style-type: none"> • Complaint's reporting • Grievance Recording in the GRM
11:00 – 12:00pm	<ul style="list-style-type: none"> • Practical Session – Data Capture
12:00 – 01:00pm	LUNCH BREAK
01:00 – 03:30pm	<ul style="list-style-type: none"> • Complaints' processing & Resolution • Generating reports • Report analysis and feedback
03:30 – 04:00pm	<ul style="list-style-type: none"> • Recap and evaluation of GCLS modules • Open forum to summarise and reflect on training • Summarise and evaluation

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

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	



GARID
GREATER ACCRA RESILIENT AND
INTEGRATED DEVELOPMENT



GREATER ACCRA RESILIENT AND INTEGRATED DEVELOPMENT PROJECT

**USER MANUAL ON GREATER ACCRA RESILIENT AND
INTEGRATED DEVELOPMENT (GARID) PROJECT'S
ONLINE GREIVANCE REDRESS MECHANISIM**

PROJECT VERSION 1.0

June, 2021

Authorized use permission

Unauthorized usage or possession or access of this system or producing unauthorized copies, software, reports, documents or any related information of this system or document is not allowed. Authorization shall be given to any individual or group of individuals or company or group of companies by the Chief Director in writing and the purpose of the usage of this software or document shall be requested through writing.

Information

If you require assistance for troubleshooting or information, contact the following Points of Organizational Contacts: 0302983322 / 0800800900 / info@garid-accra.com

Help desk

Our help desk is handled by very efficient and task-oriented personnel who can provide you with the assistance you may need; while carrying out operations in this portal.

Organization of the manual

This manual is arranged in chapters, headings, and sub-headings. Images are also included for vivid illustrations. Names and titles are also used for the purpose of illustrating the functionality of the software.

This manual contains names of towns, project titles, names of people and some other information not mentioned herein. This names/title/information etc. are for the purpose of illustrating/ demonstrating the functionality of the software and do not have any bearing whatsoever on any person, group of persons, company(ies), organization(s), project(s), contract(s), contractor(s) and should therefore not be associated with any real time objects including humans.

Abbreviations and synonyms

ADMIN	Administration
GRM	Grievances Redress Mechanism
MGMT	Management
PDF	Portable Document Format
URL	Universal Resource Locator

The **Grievances Redress Mechanism (GRM) System**, is a highly-configurable portal-based solution that captures the different processes in a typical grievances or complaints management organization; and allows users to manage these processes via the web or intranet.

The Portal user guide

This user guide is designed to display the unique brand of services available on this portal; and also, provide a step-by-step operational guide.

The **Getting Started** chapter introduces all the users to the portal; highlights the Signing in process to the site; and also, the major operations users can carry out in the portal.

CHAPTER I

Getting Started

This comprehensive guide provides you with a step-by-step procedure that will enable you to navigate the entire modules with ease; and at the same time, enrich your knowledge of the modules of the portal.

This concise, simple and comprehensive manual is designed to defeat dead-ends while carrying out operations in the portal; and also, to equip the user with an independent and first-hand know-how of the use of the portal to carry out desired functions. Its therefore, reveals in details the operations represented by each module, just as they appear in the portal.

1.1 Navigating the portal

Special keys and affordances have been included in this system to aid navigation. These include in-built buttons on forms, dialog and text boxes; scroll and menu bars; hyperlinks, prompts and messages; data and date fields etc. In addition, you must also have access to the internet explorer or a modern web browser that can access the GRM portal.

You must be familiar with the windows operating system to be able to use the portal effectively. The operations you will carry out in this portal are determined by the roles and responsibilities of user group you belong and the access rights given to the group.

Remember:

You can only access the modules you have the rights to view, and these rights can only be given to you by the administrator of the portal.

Always have this user guide handy as a quick reference just in case you will need to be put back on track as you navigate or carry out a function in this portal.

The menus provided in this software are dynamic in nature and can be disabled, removed, renamed, reassigned a page or realigned to another menu item without your knowledge. If you notice any of the afore mentioned, please contact the administrator for assistance. In view of these, you are advised to learn and understand how the page works as stated in this document if there is no new version available.

The system consists of a website and a back-end. Informational available on the website can be accessed by the general public or visitors without the need to acquire any login credential. However, the back-end requires users to have their personal information or bio-data captured in the system. By this, such a user can then be activated to access additional information that may not be available to the public

1.2 Navigating the Website

The public view also known as the website, is that aspect of the GRM which does not require any logging credential to access the information therein. The website consists of three panes, the left, right and top panes. Information contained in the top and left panes are can be accessed on any of the web pages. This ease and minimizes navigation throughout the public view. Visitors can click any link to access the information. However, notably among the links on the website are the **Make a Complaint**, **Check Complaint Status** and **Sign in**. All fields marked with asterisk (*) must be filled or completed in order to submit the complaint or save any data.

To access the GRM, do the following:

1. On your desktop, click on the **Start** button at the lower left-hand side of the screen. The system displays a menu list.
2. From the menu list, click on **All Programs**; and then, select **Internet Explorer** or any modern web browser to display the internet explorer page or any other modern browser to on the screen
3. Enter the URL address of the site in the **Address** field at the top of the window; e.g. <https://garid-accra.com/>
4. Click on the **GO** button or press **Enter** on the keyboard
5. This will launch the GARID website after some few seconds
6. Click on the **Grievance Redress Mechanism** link as shown in figure 1.2



Figure 1.2 Website menus or links

1.3 Make a Complaint

This web form is used to lodge a complaint from the website. To access this window, click the button **Make a Complaint** on the right panel of the website as shown in figure 1.3.

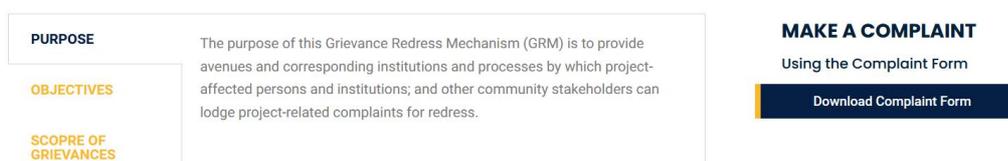


Figure 1.3 Make a complaint link

To lodge a complaint, the table below lists the fields on the web form

Field	Description
Activity	This field is required. Complainant will be expected to select the activity that is associated with complaint. However, the complainant can also choose to select (I don't Know) if s/he does not have sufficient knowledge of activities
Complainant(s)	The complainant will be required to select from the list in the dropdown. This indicates the category of people being affected by the complaint.
Name	This is an optional field, which implies that the complainant may provide his/her name. If a name is not provided the complaint will be regarded as anonymous. However, the complaint will still be processed and resolved.
Sex	This is an optional field. However, if the complainant selects Individual from the Complainant drop down then field becomes compulsory
Telephone	The complainant will be required to provide a single mobile number via which he/she can be reached. Example of the formats allowed for the mobile number are +233244123456 or 0244123456
Email	The complainant may optionally provide an email address. However, the GRM can cannot verify the existence of such email address but it must conform with the standard email format
Preferred mode of contact	The complainant will be required to select his or her preferred contact method. The available contact methods are SMS, email, telephone call or physical meeting.
District	Complainant must choose the affected district from the drop-down box.
Community	Complainant may choose the affected community from the drop down. However, the complainant may choose to select (New Community) if the community is not found in the dropdown. In this case the complainant will have to type the name of the community in the (New) textbox.
GPS Address	The complainant may optionally provide a GPS address or

	Ghana Post GPS address or code
Close Landmark	The complainant may optionally provide a close landmark
Complaint Details	The complainant will be required to provide the actual complaint that is bordering him/her in this field. The complaint should be simple, concise and straight to the point.

Table 1.3 new complaint fields from the website

The figure below shows the complaint form on the website

The screenshot shows the 'Lodging a grievance or complaint' form on the GARID Grievance Redress Mechanism website. The form is titled 'Lodging a grievance or complaint' and includes the following fields:

- Activity: (dropdown menu)
- Name: (text input)
- Telephone *: (text input)
- Preferred mode of contact *: (dropdown menu)
- Community *: (dropdown menu)
- Close Landmark: (text input)
- Complaint Details *: (text input)
- Attachment: (text input with 'Browse...' button)
- Complainant(s) *: (dropdown menu)
- Sex: (dropdown menu, currently set to 'N/A')
- Email: (text input)
- District *: (dropdown menu)
- GPS Address: (text input)

A green 'Submit Complaint' button is located at the bottom right of the form.

Figure I.3.1 Complaint entry form

The screenshot shows the 'Lodging a grievance or complaint' form with red prompts indicating missing fields. The prompts are shown as red boxes around the following fields:

- Activity: (dropdown menu)
- Name: (text input)
- Telephone *: (text input)
- Preferred mode of contact *: (dropdown menu)
- Community *: (dropdown menu)
- Complaint Details *: (text input)

The other fields (Complainant(s), Sex, Email, District, GPS Address, Close Landmark, Attachment) and the 'Submit Complaint' button are visible but not highlighted with red prompts.

Figure I.3.2 Prompt for missing fields

If a complainant fails to provide any of the compulsory fields or the fields marked with asterisk*, the system will continue to display a prompt specific to the required field as shown above in figure I.3.2.

When a complainant completes filling the form, he/she will be required to click the button **Submit Complaint**.

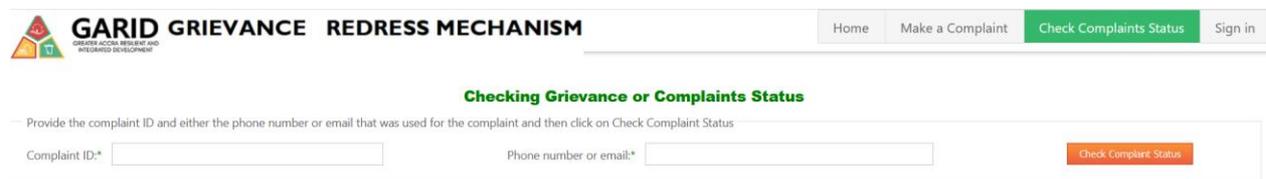
When the complaint is successfully submitted, an SMS will be sent to the mobile number used in the complaint. An email may also be sent to the complainant if a valid and active email was provided.

An SMS and email notifications will also be sent to the complaint administrators for processing to be initiated.

1.4 Checking Complaint Status

This webpage is designed for complainants to check the status of their complaints online, and to do that, the complainant should navigate to **Check Complaint Status** on the website as shown in figure 1.4

The complainant must provide the complaint ID and either the mobile phone number or email used in lodging the complaint and then click on button **Check Complaint Status**



The screenshot shows the top navigation bar of the GARID Grievance Redress Mechanism website. The navigation menu includes 'Home', 'Make a Complaint', 'Check Complaints Status' (highlighted in green), and 'Sign in'. Below the navigation bar, the page title is 'Checking Grievance or Complaints Status'. A sub-header reads: 'Provide the complaint ID and either the phone number or email that was used for the complaint and then click on Check Complaint Status'. The form contains two input fields: 'Complaint ID*' and 'Phone number or email*'. To the right of the second field is an orange button labeled 'Check Complaint Status'.

Figure 1.4 Check complaint status navigation link

1.5 Signing in

To sign in to the GRM, do the following:

1. On the website click on the **Sign In** menu as shown in figure 1.5.



Sign In

User name:*

Please, enter your user name

Password:*

Remember me

Log In

Figure I.5 Login Window

2. Type your username in the **User name** field
3. Type your password in the **Password** field
4. Click on the **Log In** button to display the [Change Logon password](#) page for you to change your password if it's your first-time logon.
5. The figure below displays the change password webpage for new logon user. Type the new password in the **New Password** textbox. Retype the new password in the **Confirm Password** textbox and click on the **Change Password** to continue

Change Your Password

New Password:*

Confirm Password:*

Change Password

Figure I.5.I Change password request form

- If the new password is updated successfully, then the webpage should look similar to the figure 1.5.2 below.

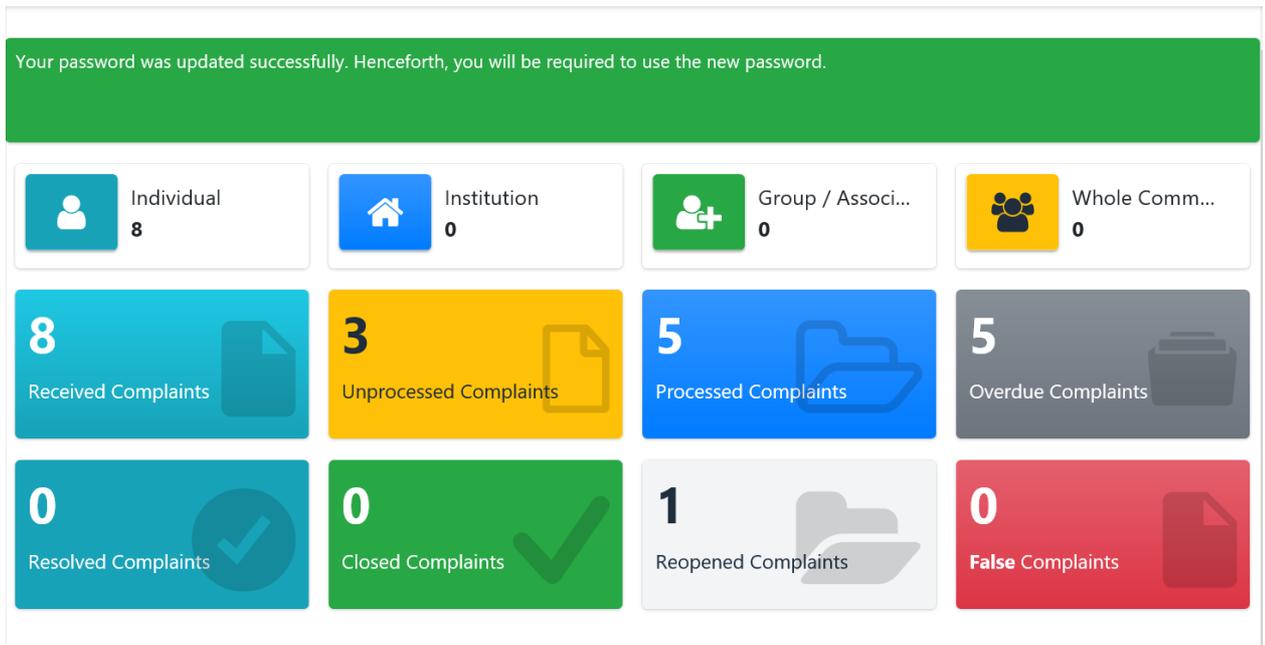


Figure 1.5.2 Password changed succeeded

CHAPTER 2

Dashboard

The Dashboard module is sub-divided into two sections, namely **Profile** and **Dashboard**. The **Dashboard** webpage contains summarized information on complaints and grievances in the system. This gives a bird-eye-view of the number of complaints and their progressions in the system.

2.1 Dashboard

After you have successfully logon to the application, you can access this sub module from the Dashboard main menu by clicking on **Profile** from the sub menu, thus, **Dashboard** → **Dashboard**. This webpage is purposely for display of summarized information

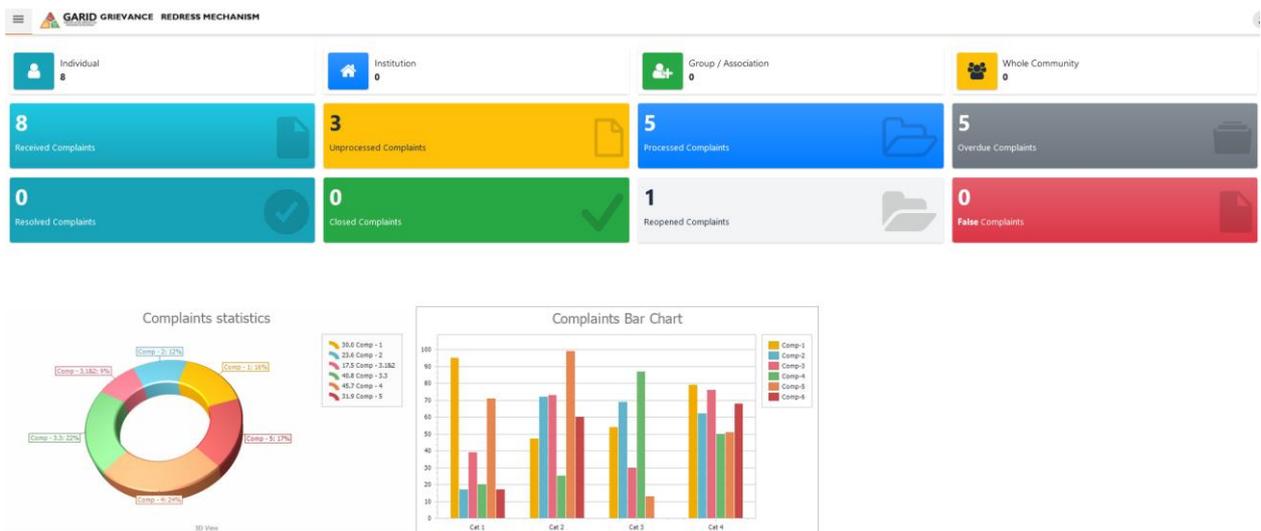


Figure 2.1 Dashboard

2.2 Profile

This webpage can be accessed from the Dashboard main menu by clicking on **Profile** from the sub menu, thus **Dashboard** → **Profile**. On this page a user can change the password

My profile

Change Photograph Change Information Change Password

Account Details

Name: Sakina Nyankamawu Login Name: snyanks@yahoo.com
 Phone: 0552509175 Email: snyanks@yahoo.com

Location, Roles and Responsibilities

Region: Role: Level 1 User
 District: Tema Metropolitan Assembly Contract:

Profile check list

Requires password reset: Blocked user status:
 Can receive notification by email: Can receive notification by SMS:

Figure 2.2 Profile Page

2.2.1 Change Password

- To change your password, click the **Change Password** button and wait for the **Change Password** popup window to be shown. All fields in the popup are compulsory in order to apply the password change request. The figure 2.2.1 shows the change password popup
- Enter the New Password and Confirm Password; and click on **Change Password** button. Please note that you will not be prompted for any confirmation when you click on the pop up to change the password. However, the user will be prompted to provide any missing data or when the passwords do not match.

The image shows a 'Password Change' popup window. The title bar contains the text 'Password Change' and a close button (X). The main content area contains two input fields: 'New Password:' and 'Confirm Password:'. A green button labeled 'Change Password' is located at the bottom right of the form area.

Figure 2.2.1 the Change Password Popup

2.2.2 Change Information

1. To change your email or phone number, click the **Change Information** button and wait for the **Change Information** popup window to be shown. All fields in the popup are compulsory in order to apply the password change request. The figure 2.2.2 shows the change Information popup
2. Replace the email or phone number; and click on the **Update** button. Please note that you will not be prompted for any confirmation when you click on the pop up to update button. However, the user will be prompted to provide any missing data.

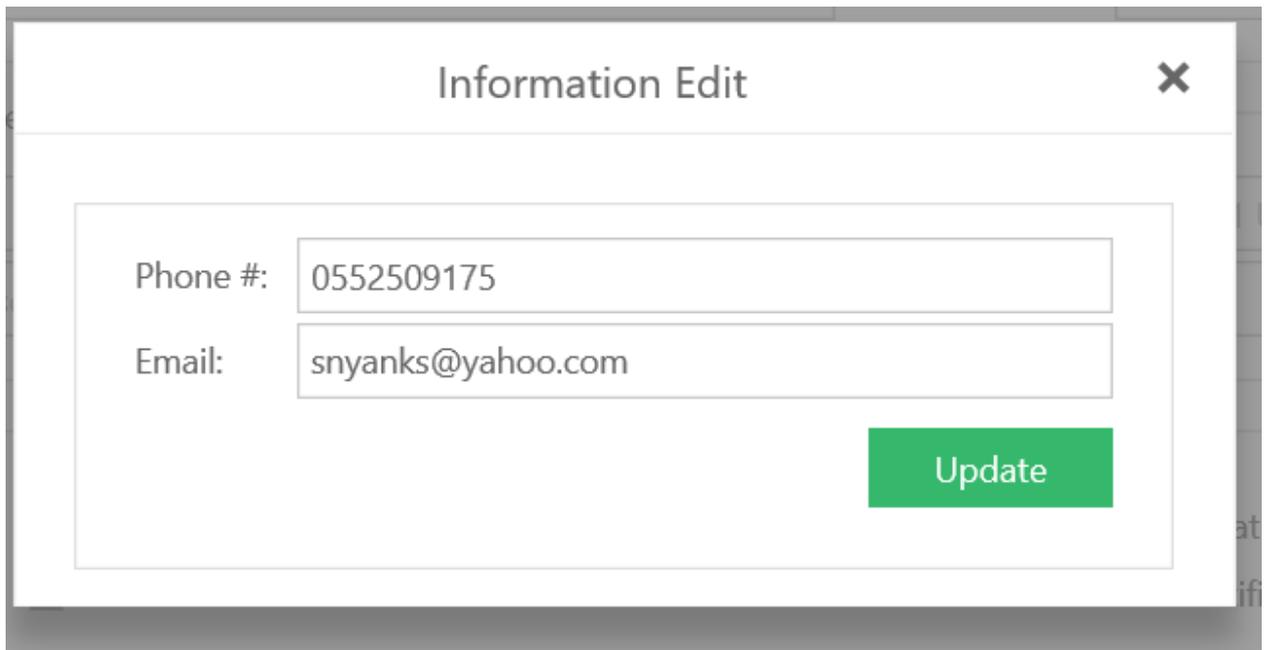


Figure 2.2.2 the Change Information Popup

2.2.3 Change Photograph

1. To change your photograph, click the **Change Photograph** button and wait for the **Change Photograph** popup window to be shown. The figure 2.2.3 shows the change photograph popup
2. Select the new photograph by browsing for it in your device.; and click on **Save** button to update your profile picture.

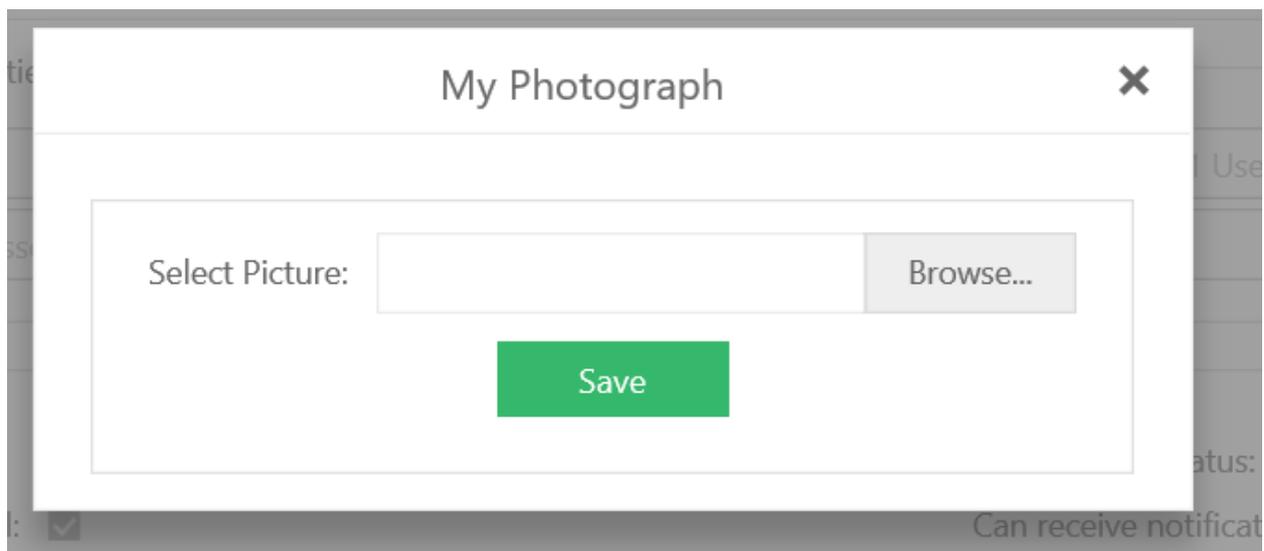


Figure 2.2.3 Change Photograph Popup

CHAPTER 3

Complaint

The complaint module or menu consist of a couple submenus. The majority of complaints tasks will be performed under this module. This module is used to capture grievances and complaints either than the website or online. Complaints ledged in the form of offline or via other means such as SMS, email, walked-in, phone call etc. will be captured using this module. Complaints' processing and redress will also be done via this module.

3.1 Capture Complaint

This is the only webpage used to capture new complaint by logon users. This implies that whoever is supposed to capture complaints (via email, text message, hard copy complaint form) submitted to the complaint administrator or the project other than the website must be given access to this webpage. Users can only view complaints they have captured and are yet to be submitted for onward processing. On this page a complaint cannot be processed or resolved.

Upon accessing this page, users are taken to the list view of all the complaints which s/he has captured but have not submitted them for processing as shown in figure 3.1. To access this page, select **Complaint** → **Capture Complaint** from the left panel. A user can click on any complaint to view its details or click on the **New** button to add a new complaint.

List of Grievances & Complaints							+ New
	ID	Name	Phone #	Email	Complaint Channel		
Activity: Construction of 2 No. Detention Ponds							
	COMP2/MSWR/0003	Backend Sample 1	0262377663		Other	...	
Activity: Urgent Repairs of Prioritized Sections of the Odaw Drainage							
	COMP3.1&2/MICZD/0001	Testing Save Only	0262377663		Phone Call	...	

Figure 3.1 Complaints list views

3.1.1 Add New Complaint

To capture a new complaint in to the system as a logon user, use the following steps

1. Click the **New** button as shown in figure 3.1. The online complaint entry form will be displayed as shown in figure 3.1.1
2. Provide all the required information on the form. In addition to the fields listed in table I above, the user must select the Date Received (date the complaint was received), complaint Channel (this is the way in which the message was received) and upload files related to the complaint.
3. Click on **Save** button to save the form or to commit your entry to the system
4. Click on **Save & Submit** button to save the and submit the form for processing
5. Click on the **Cancel** button to return to the list view

The screenshot shows a web form for adding a new complaint. The form is organized into two columns. The left column contains fields for: Complaint ID (highlighted in yellow), Activity *, Complainant(s) *, Sex (with 'N/A' selected), Email, Mode of Contact *, Community *, Close Landmark, and Complaint Details *. The right column contains: Date Received *, Category *, Name, Telephone *, Complaint Channel *, District *, and GPS Address. Below these columns is a section with the question 'Is the complaint related to gender based violence or other abuses ?' and radio buttons for 'YES' and 'NO'. At the bottom left is an 'Attachment:' field with a 'Browse...' button. At the bottom right are three buttons: 'Cancel', 'Save', and 'Save & Submit'.

Figure 3.1.1 Online complaint entry form

3.1.2 View/Edit Complaint

On this page, complaints that can be edited or viewed are those which have not been submitted for processing. To view/edit a complaint data, use the following steps:

1. From figure 3.1 above, click to select the complaint from the list of complaints
2. Click on **Edit** button and wait for the page to refresh the various fields of the complaint
3. Make the necessary editing or changes (enter the required information) on the form
4. Click on **Save** button to update the system with the changes made on the form
5. Click on **Save & Submit** button to save the changes made and submit the form for processing
6. Click on the **Cancel** button to return to the list view

3.2 Complaint Processing

After a complaint is received, whether verbally, by email, SMS, website or any other means, the complaint needs to be processed. This sub-module covers how to process a complaint in detail. For this section to be useful, users must sign into the GRM so as to follow through the steps adequately. To access this page, select **Complaint → Complaint Processing** from the menu bar. The complaint processing page should be similar to figure 3.2. This page contains the list of complaints being processed or complaints yet to be submitted for resolution.

Grievances & Complaints due for Processing						
ID	Name	Phone #	Email	Complaint Channel	Complaint	
Activity: Deferred and Routine Maintenance Dredging of the Odaw						
COMP3.3/MLGRD/00	Alajo Area 1	0242377661		Walked-In	Save & Wait. This sample is for testing of saving ...	

Figure 3.2. List of complaints due for processing

3.2.1 View Complaint

Select the complaint from the complaint list as shown in figure 3.2 and then click on **View** icon of the record to view the details of the complaint as shown in figure 3.2.1. The details include the complaint section, complainant information tab, the processing tab and etc. Users should click each tab to view the set of information therein. Table 3.2.1 below list the fields used in processing a complaint

Field	Description
Report as false complaint	There instance where people can lodge complaints that are not related to the GARID project or are found not to be true in its real sense. In this case, such complaints are to be treated as false complaint. False complaint will be redirected the appropriate assembly for redress.
Processed Message	Since complaints may be received in different languages or as an SMS messages, the GRM allows for the storage of the “raw” and “processed” messages. The processed message is the complaint administrator’s interpretation of the raw complaint message
Activity	An activity is added to complaint by selecting an activity from the drop-down box. This is the actual activity to which the complaint

	relates based on the complaint administrator’s assessment. The activity assigned during complaint processing will also be used for reporting in the system.
District	A district is added to affirm the district through which the complaint should be reported on.
Community	The community being affected or associated with the complaint
Complaint Category	The complaint administrator should assign a Category to the Complaint by selecting from the drop-down list. The Category will be used by the GRM in reporting on complaints statistics.
Complaint Priority	<p>Priority of the complaint. Whenever a complaint is logged, the complaint administrator should assign a priority to that complaint. That priority can be “Low”, “Medium” or “High”, according to the definitions below. Note: If the complaint is related to project benefits, it cannot be ‘Low’ priority.</p> <ul style="list-style-type: none"> ● High Priority: Issues which potentially affect beneficiaries, safety at the project site, or which can cause significant environmental damage. ● Medium Priority: Issues which could potentially cause cost increases or time delays on a significant component of the project; and/or be in conflict with law. ● Low Priority: Issues which are not critical to the successful completion of the project.
Resolution Group	The complaint administrator assigns to Level 2 a resolution group by selecting a group from the drop-down box. The Level 2 resolution Group will receive a notification requiring them to respond to the complaint.
Activity Aspect Non-Physical	This is the aspect of the GARID project that is being affected or impacted by the complaint. The complaint administrator can add new items by selecting others.
Comments	Comments should be added to a complaint to document any significant investigation into the complaint, or any progress towards resolution. Comments should be added to document discussions with the complainant or any officials. A comment can be added by any user who is part of a resolution group that has been assigned to that complaint, or by any User who has been identified as a Supervisor.

Table 3.2. I Complaint processing fields

Complaint

[Back](#) [Report as false complaint](#)

Complaint ID: COMP3.3/MLGRD/0001 Date Received: 10-Feb-2021

District: Community:

Complaint Details: Save & Wait. This sample is for testing of saving and waiting for submission after some time

Activity: Deferred and Routine Maintenance Dredging of the Odaw Complaint Channel: Walked-In

Attachment:

Complainant Information **Complaint Processing** **Actions Taken / Milestone** **Notifications**

Complainant(s): Individual Sex: N/A

Name: Alajo Area 1 Telephone: 0242377661

Email: Mode of Contact: Physical Meeting

GPS Address: Close Landmark:

Figure 3.2.1. Complaints page details

Complainant Information **Complaint Processing** **Actions Taken / Milestone** **Notifications**

Processed Message:

Activity *: Component 1 - Construction of 2 No. Detention Ponds

District *: Ga South Municipal Assembly Community *:

Category *: Resolution Group *:

Priority *: Low Medium High Activity Aspect *: Physical Non-Physical

Comment/Action:

[Save](#) [Submit](#)

Figure 3.2.2. Complaint's processing details

3.2.2 Processing Complaint

A user should go through the following steps to process a complaint

1. From the list of complaints in figure 3.2, click on **View** icon to view the details of the complaint including the processing tab
2. Select the tab **Complaint Processing** tab as shown in figure 3.2.2. Provide the required fields information on the form and click on **Save** button to commit the entries in to the database. However, the complaint will not be submitted for resolution

- Click on the **Submit** button to save and submit the complaint for resolution. Once, a complaint is submitted, its data can longer be edited. When a complaint is submitted successfully for resolution, an SMS and email (if valid and active) alerts and notifications will be sent to the complainant. In addition, SMS and email will be sent to members of the complaint resolution group.

3.3 Awaiting Resolution

When complaints have been lodged and processed, it is important for the associated resolution group to investigate and resolved it using the appropriate procedures as envisaged by the GARID project. The resolution of the complaint should be documented in the system. This submodule is used to capture the resolution that was arrived at in addressing the complaint. The GRM automatically records the date and time of the data capture. To access this page, select **Complaint** → **Awaiting Resolution** from the menu bar and the page should be similar to figure 3.3. This page contains the list of complaints which have been processed and are awaiting resolution data to be captured.

List of Grievances & Complaints Awaiting Resolution							
	ID	Name	Phone #	Email	Complaint Channel	Complaint	
Activity: Establishment and Implementation of a Comprehensive M&E System for The Project							
	COMP2/MSWR/0002	GARID	0262377663		Website	Sample for testing	

Figure 3.3. List of complaints to be resolved or due for resolution

3.3.1 View Complaint

To view a processed complaint, click to select the complaint from the complaint list as shown in figure 3.3 and then click on **View** icon to view the details of the complaint as shown in figure 3.3.1. Users can click each tab to view the set of information therein.

On this page, there are basically two actions users can undertake namely, **Milestone / Action Taken** and **Complaint Resolution** (provide resolution data). These actions are available in the **Select Preferred Action** drop down box.

Back
Select Preferred Action:

Complaint ID:	<input type="text" value="COMP2/MSWR/0002"/>	Date Received:	<input type="text" value="23-Feb-2021"/>
District:	<input type="text" value="Accra Metropolitan Assembly"/>	Community:	<input type="text"/>
Complaint Details:	<input type="text" value="Sample for testing"/>		
Activity:	<input type="text" value="Construction of 2 No. Detention Ponds"/>	Complaint Channel:	<input type="text" value="Website"/>
Attachment:	<input type="text"/>		

Complainant Information
Complaint Processing
Actions Taken / Milestone
Notifications

Date Processed:	<input type="text" value="05-Mar-2021"/>	Processed By:	<input type="text" value="Supper Administrator"/>	
Activity:	<input type="text" value="Establishment and Implementation of a Comprehensive M&E System"/>	District:	<input type="text" value="Ga East Municipal Assembly"/>	
Processed Message:	<input type="text" value="N/A"/>			
Category:	<input type="text" value="Others"/>	Resolution Group:	<input type="text" value="National Mediation / Prosecution"/>	
Priority:	<input type="radio"/> Low <input checked="" type="radio"/> Medium <input type="radio"/> High		Activity Aspect:	<input type="radio"/> Physical <input checked="" type="radio"/> Non-Physical
Non-Physical:	<input type="radio"/> Feasibility Study <input checked="" type="radio"/> ESIA <input type="radio"/> RAP <input type="radio"/> Engineering Design <input type="radio"/> Others			

Figure 3.3.1 Collaborative Agent Form

3.3.2 Add Milestone / Action Taken

To capture a milestone / action taken on a complaint at this stage, use the following steps:

1. Click to select a complaint from the list of complaints in figure 3.3,
2. Click on **View** icon to view the details of the complaint including the processed information on the **Complaint Processing** tab
3. From the **Select Preferred Action** drop down, select **Milestone / Action Taken**. This will display the popup for the milestone as shown in figure 3.3.2
4. Enter the milestone reached or action taken in the text box
5. Click the **Submit** button to commit your entries.
6. Click on the button **Close** To return to close the popup without any action.

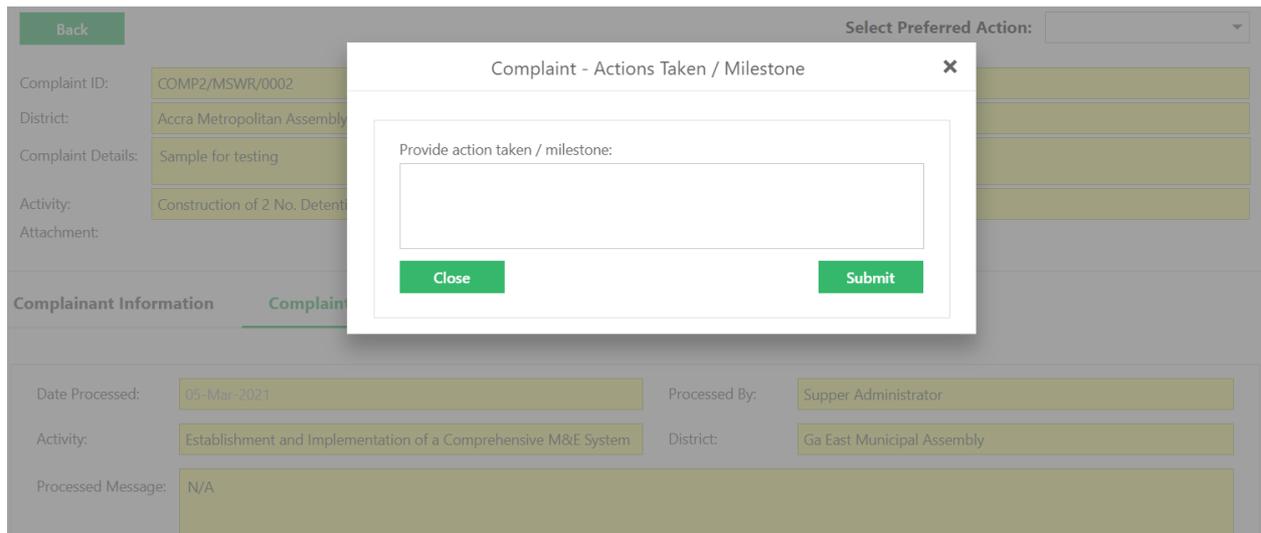


Figure 3.3.2. Adding milestone/action taken on a complaint

3.3.3 Add Resolution information

To capture a complaint's resolution information, use the following steps:

1. Click to select a complaint from the list of complaints in figure 3.3. if the detail of the complaint is not selected.
2. Click on **View** icon to view the details of the complaint
3. From the **Select Preferred Action** drop down select **Complaint Resolution**. This will display the complaint resolution popup similar to figure 3.3.3
4. Provide the resolution and date of the complaint in the text box and dropdown box
5. Attach any associated files by browsing through your system using the **Browse** button
6. Click the button **Submit for Closure** to submit and mark the complaint as resolved

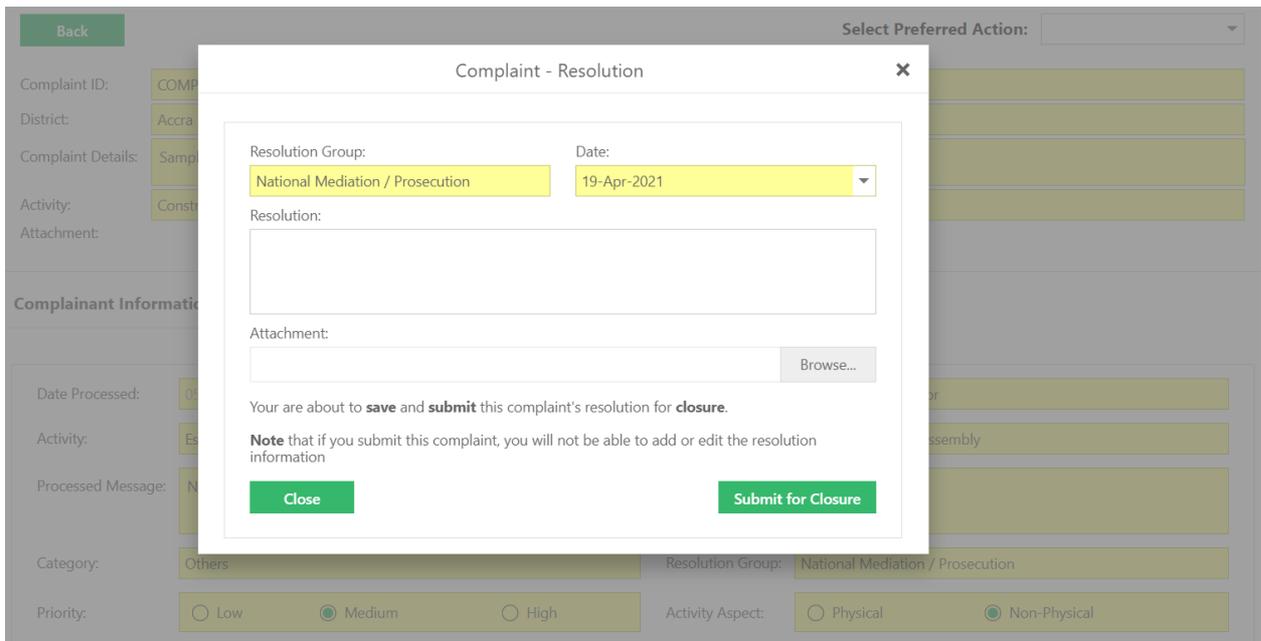


Figure 3.3.3 Resolution data capture popup

3.4 Overdue Complaints

This page contains the list of complaints whose response times are overdue. To access this page, select **Complaint** → **Overdue Complaints** from the menu bar. On this page, users can add actions taken, escalate complaints or extend the resolution date of a complaint. The process for adding a taken is the same as illustrated in section 3.3.2

List of Overdue Grievances & Complaints

ID	Name	Phone #	Email	Complaint Channel	Complaint
Activity: Deferred and Routine Maintenance Dredging of the Odaw					
COMP3.3/MLGRD/00	Alajo Area 1	0242377661		Walked-In	Save & Wait. This sample is for testing of saving ...
Activity: Development of Flood Early Warning System					
COMP4/PCU/0001	Abu Kamil	0242377661		Field Visit	Final test on this sub-module
COMP1/MWH/0001	Abu Karim	0245544143		Phone Call	Testing of the system at GARID office
Activity: Establishment and Implementation of a Comprehensive M&E System for The Project					
COMP2/MSWR/0002	GARID	0262377663		Website	Sample for testing
Activity: Replacement of Critical Bridges					
COMP4/PCU/0002	Emmanuel Azindoo	0262377663		Walked-In	Final test on this sub-module without the selectio...

Figure 3.4. List of overdue complaints

3.4.1 Escalate Complaint

To escalate or reassign a complaint, use the following steps:

1. Click to select a complaint from the list of complaints as shown in figure 3.4
2. Click on the **View** icon to view the details of the complaint

3. From the **Select Preferred Action** drop down, select **Escalate Complaint**. This will display the popup for the complaint escalation as shown in figure 3.4.1 (New resolution group)
4. Select the new resolution group from the dropdown and provide the reason for the escalation in the text box
5. Click on the **Escalate Complaint** button to display submit the complaint to the new resolution group.
6. Click on the button **Close** button to return to the complaint details form.



Figure 3.4.1 Complaint escalation

3.4.2 Resolution Date Extension

Every complaint has a time limit within which it must be resolved by the resolution group. However, there are instances in which a complaint cannot be resolved within the stipulated time period. The following steps will guide users on how to extend or review the resolution period of a complaint:

1. Click to select a complaint from the list of complaints in figure 3.4
2. Click on **View** icon to view the details of the complaint
3. From the **Select Preferred Action** drop down list, select **Extend Resolution Period**. This will display the popup for the **Resolution Period Extension** as shown in figure 3.4.2 (New Extension Date)
4. Select the **New Expiration Date** from the dropdown and provide the reason for the extension of the complaint period.
5. Click the **Submit** button to display the warning popup to commit and extend the complaint resolution date

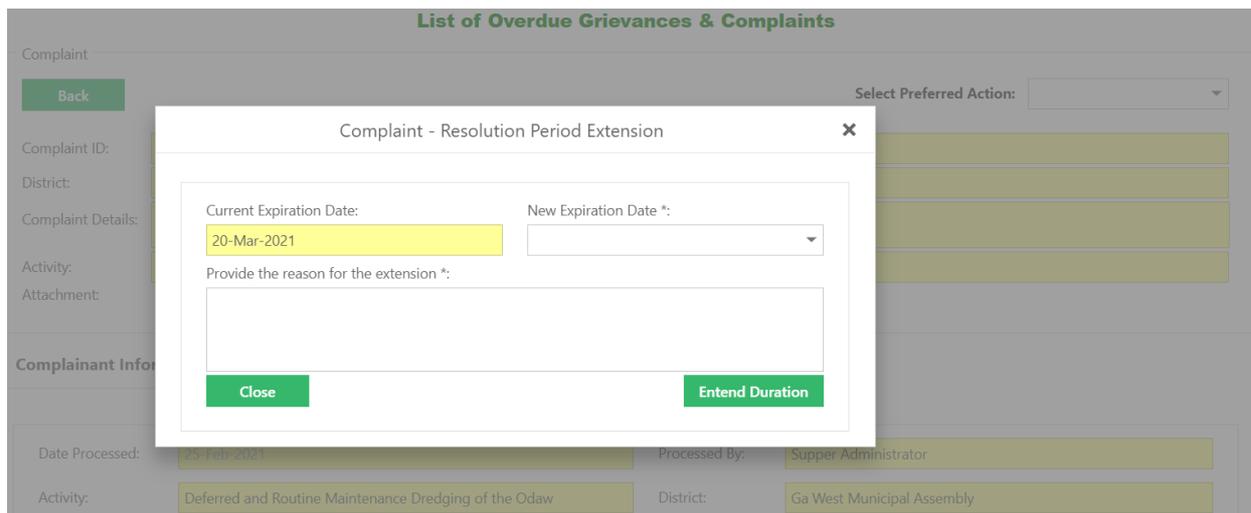


Figure 3.4.2. Complaint date extension

3.5 Awaiting Closure

This page contains the list of complaints whose resolution information have been captured in the system by the resolution group and are awaiting confirmation from the complainant. However, if the complainant confirms the resolution, it must be assessed and documented in the system. This page is therefore used to capture such confirmation from the complainant. To access this page, select **Complaint** → **Awaiting Closure** from the menu bar. Figure 3.5 lists all complaints which have been resolved and awaits response from the complainant.

List of Grievances & Complaints Awaiting Closure						
ID	Name	Phone	Email	Complaint Channel	Complaint	
Activity: Development of Flood Early Warning System						
 COMP4/PCU/0001	Abu Kamil	0242377661		Field Visit	Final test on this sub-module	

Figure 3.5 Complaints awaiting confirmation from complainant

3.5.1 Closing Complaint

Once a complaint is resolved and requires closure users must use this page to carry out such task by using the following steps:

1. Click to select a complaint from the list of resolved complaints as seen in figure 3.5.1

2. Click on **View** icon to view the details of the complaint including the resolution data
3. Click on **Resolution** tab to view the resolution information.
4. Click on the button **Close Complaint**. This will display the popup for the complaint closure as shown in figure 3.5.2
5. Select the confirmation date from the dropdown and the complainant's feedback and lessons learnt.
6. Click on the button **Submit** to commit and submit the complaint as final.

List of Grievances & Complaints Awaiting Closure

Complaint

Back
Close Complaint

Complaint ID: COMP4/PCU/0001 Date Received: 09-Feb-2021

District: Ga North Municipal Assembly Community:

Complaint Details: Final test on this sub-module

Activity: Replacement of Critical Bridges Complaint Channel: Field Visit

Attachment:

Complainant Information
 Complaint Processing
 Actions Taken / Milestone
 Notifications
 Resolutions

Resolution Group	Confirmed Dat	Date	Resolution	Feedback	Lessons Learnt
PSU - District Grievance Committee		27-Feb-2021 12:00:00	Sample resolution for testing the system		
PSU - District Grievance Committee		27-Feb-2021 12:00:00	Another resolution being tested to reflect post back after submission		
PSU - District Grievance Committee	03-Mar-2021 12:00:00	27-Feb-2021 12:00:00	Error correction of another resolution being tested to reflect post back after submission	The complainant was satisfied with the resolution not withstanding his earlier decision not to accept the among being given	

Figure 3.5.1 Complaint being closed

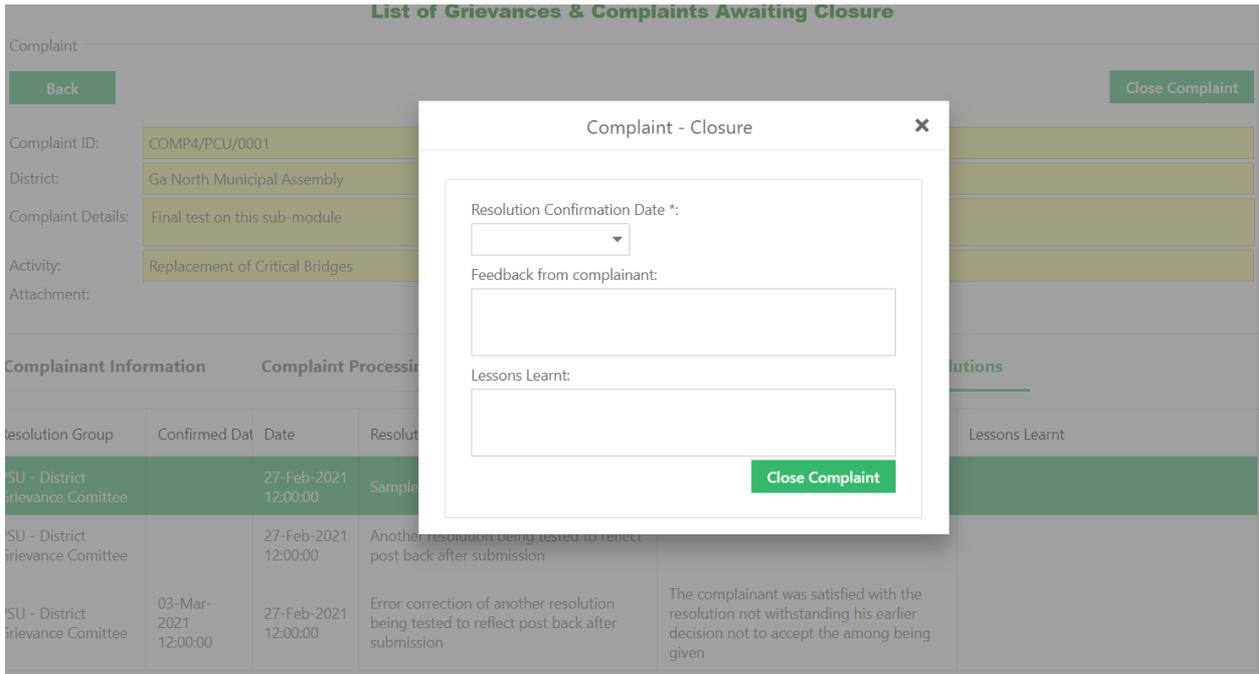


Figure 3.5.2. Complaint closure requirement

3.6 Reopen Complaint

Once a complaint is resolved and closed, the data cannot be edited. However, there may be instances where it needs to be re-opened; for example, if an error was made with the complaint details, etc. The **'Reopen Complaint'** page should be selected to do this. To access this page, select **Complaint → Reopen Complaint** from the menu bar. To view a complaint on this page, click to select the complaint from the complaint list as shown in figure 3.6 and then click on **View** button to view the details of the complaint.

Reopening of Grievances & Complaints

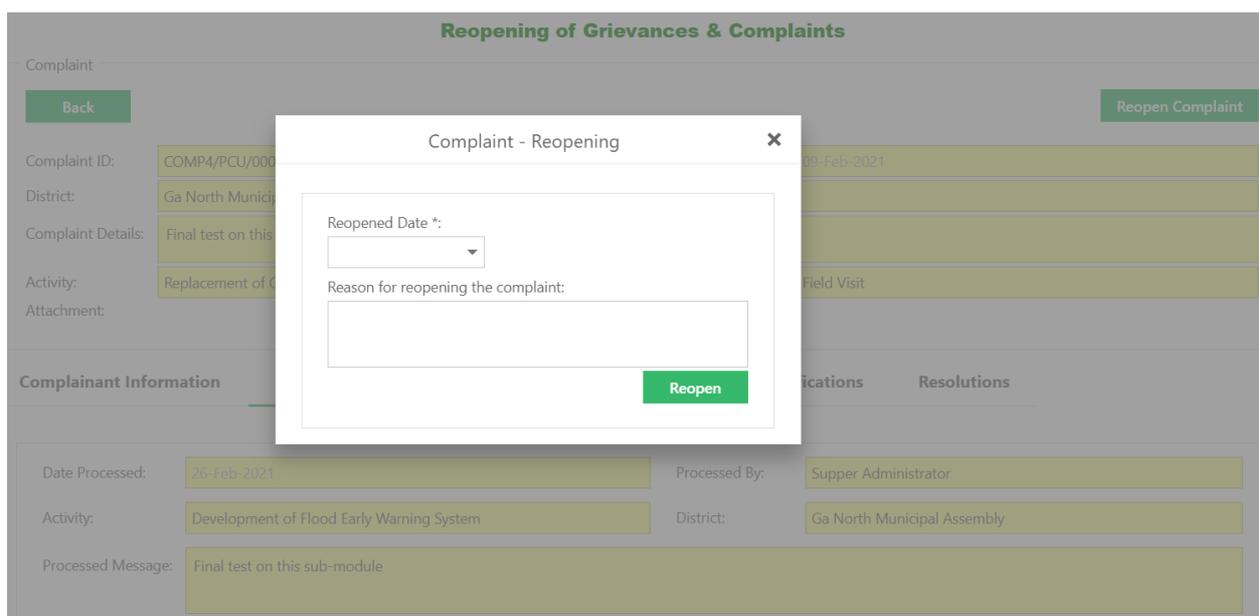
ID	Name	Phone	Email	Complaint Channel	Complaint
Activity: Development of Flood Early Warning System					
 COMP4/PCU/0001	Abu Kamil	0242377661		Field Visit	Final test on this sub-module

Figure 3.6. List of closed complaints

3.6.1 Reopen Complaint

To reopen a complaint:

1. Click to select a complaint from the list of closed complaints as seen in figure 3.6
2. Click on **View** icon to view the details of the complaint. This may take some few seconds to be loaded.
3. Click on the button **Reopen Complaint**. This will display the complaint reopening popup as shown in figure 3.6.1
4. Select the date and reason for reopening of the complaint
5. Click on the button **Reopen** on the popup to commit and reopen the complaint for another round of resolution



The screenshot displays a web application interface for 'Reopening of Grievances & Complaints'. A modal window titled 'Complaint - Reopening' is open, featuring a close button (X) in the top right corner. The modal contains two input fields: 'Reopened Date *:' with a dropdown arrow, and 'Reason for reopening the complaint:' with a text area. A green 'Reopen' button is located at the bottom right of the modal. The background shows a complaint detail page with fields for 'Complaint ID', 'District', 'Complaint Details', 'Activity', 'Attachment', 'Complainant Information', 'Date Processed', 'Processed By', 'Activity', 'District', and 'Processed Message'. A 'Reopen Complaint' button is visible in the top right of the background page.

Figure 3.6.1. Complaint reopening requirements

3.8 Search / Overview

This page is used to perform a wide range of search in the system for any complaint which has been processed. To access this page, select **Complaint** → **Search / Overview** from the menu bar. Depending on the user's project access the data displayed may vary

3.8.1 Performing a Search

To search for complaints, users are required to provide at least one of the search parameters as explained. However, any field is optional in the search engine. Users can combine multiple fields in all the different sections in performing a search. A search results will be based on all fields whose data were provided or selected.

1. Complaint Calendar

Received Between: To include the dates within which complaints were received or submitted, users must select the date range using received date fields. When a user selects one of the dates, the system will prompt the user to provide the corresponding field.

Processed Between: To search for complaints based on the processed period, users must select the date range using the processed date fields. Search will be performed based on the fields whose data have been provided. If a single field's date is selected, the system will prompt the user to provide the corresponding field.

2. Complainant Information

Users can also search for complaints based on the complainant's information. Users can search for complaints emerging from the same email or mobile number.

3. Processed Information

Users may also search for complaints based on the processed information as shown in figure 3.8

The screenshot displays a search interface with four main sections:

- Complaint Calendar:** Contains two rows of date range selection. Each row has a 'Received Between:' or 'Processed Between:' label, a date input field, and an 'AND:' label with a corresponding date input field.
- Complaint:** Includes fields for 'Complaint ID:', 'Complainant(s):', and 'District:' (all text inputs). It also has 'Activity:', 'Complaint Channel:', and 'Community:' (all dropdown menus). The 'Complaint Channel' dropdown is currently set to 'N/A'.
- Complainant:** Includes fields for 'Name:', 'Telephone:', and 'Mode of Contact:' (text inputs). It also has 'Sex:', 'Email:', and 'GPS Address:' (text inputs). The 'Sex' dropdown is set to 'N/A'.
- Processed Complaint:** Includes 'Activity:', 'District:', and 'Category:' (dropdown menus). It has 'Priority:' with radio buttons for 'Low', 'Medium', and 'High'. The 'Activity Aspect:' section has radio buttons for 'Physical' (selected) and 'Non-Physical'. The 'Non-Physical:' section has radio buttons for 'Feasibility Study', 'ESIA', 'RAP', 'Engineering Design', and 'Others'.

Figure 3.8. General search page

CHAPTER 4

Reports

This page is used to view complaints reports. In this module, the reports are categorized in to two, individual reports and statistical report. Use the sections in this module to view all reports

4.1 Statistics

This page is used to display statistical data on complaints based on the search parameters. To access this page, select **Complaint** → **Statistics** from the menu bar. Depending on the user's access, the data displayed may vary. The page is categorized in to four (4) as shown in figure 4.1 and 4.2. The first group are the basic parameters for any of the reports. Users must select the date range or period (as indicated by number 2 & 3) for the report. If the report is to be viewed by the component, then the user is required to select the specific component as indicated by number 1. For any of the reports, user is required to click on the button adjacent to the report or the button indicated by number 4.

Grievances and Complaints Statistics Report

(All Components) **1** From Date: 01-Mar-2021 **2** To Date: 19-Apr-2021 **3** **4** Generate Report

Number of Complaints by Components Generate Report

Number of Complaints by Projects Generate Report

Number of Complaints by District Generate Report

Number of Complaints by Communities Generate Report

Figure 4.1. Statistical report parameter

<input type="radio"/> Number of Complaints by Category	(All Categories)	Generate Report
<input type="radio"/> Number of Complaints by Resolution Group	(All Resolution Groups)	Generate Report
<input type="radio"/> Number of Complaints by Sources & Sex	(All Source)	Generate Report
<input type="radio"/> Number of Complaints by Complaint Channels	(All Channel)	Generate Report
<input type="radio"/> Number of complaints by Mode of Contact	(All Modes of Contact)	Generate Report
<input type="radio"/> Number of complaints by Priority	(All Priorities)	Generate Report
<input type="radio"/> Number of complaints by Physical/ Non-Physical	(All Aspects)	Generate Report
<input type="radio"/> Number of complaints by Non-Physicals	(All Non-Physicals)	Generate Report

<input type="radio"/> Average complaints response time by Components		Generate Report
<input type="radio"/> Average complaints response time by Project	(All Projects)	Generate Report
<input type="radio"/> Average complaints response time by Category	(All Categories)	Generate Report
<input type="radio"/> Average complaints response time by Resolution Group	(All Resolution Groups)	Generate Report

Figure 4.2 Statistical report parameter

4.2 Complaint

This page is used to display specific complaint's data. To print a report from this page, a user must select the complaint from the grid. From the **Select Preferred Report** drop down box, select the print option and then click on the button **Generate Report**. This will open another tab on the browser to display the report. The user can then preview, download or print the report. On the other hand, a user can select **All-In-One** from the dropdown option to view all the various options in one report.

A Grievance or Complaint Report

Select Preferred Report:				Generate Report
ID	Name	Phone	Complaint Channel	Complaint
Project: Construction of 2 No. Detention Ponds				
COMP2/MSWR/0002	GARID	0262377661	Website	Sample for testing
COMP2/MSWR/0003	Backend Sample 1	0262377661	Other	Capturing complaint details here for testing
COMP2/MSWR/0004	Save & Submit. This sample is for testing of saving and submission at the same time	0242377661	Walked-In	Save & Submit. This sample is for testing of savin...
Project: Deferred and Routine Maintenance Dredging of the Odaw				
COMP3.3/MLGRD/00	Alajo Area 1	0242377661	Walked-In	Save & Wait. This sample is for testing of saving ...
Project: Development of Flood Early Warning System				
COMP1/MWH/0001	Abu Karim	0245544143	Phone Call	Testing of the system at GARID office
Project: Replacement of Critical Bridges				
COMP4/PCU/0001	Abu Kamil	0242377661	Field Visit	Final test on this sub-module

Figure 4.2 List of print options

CHAPTER 5

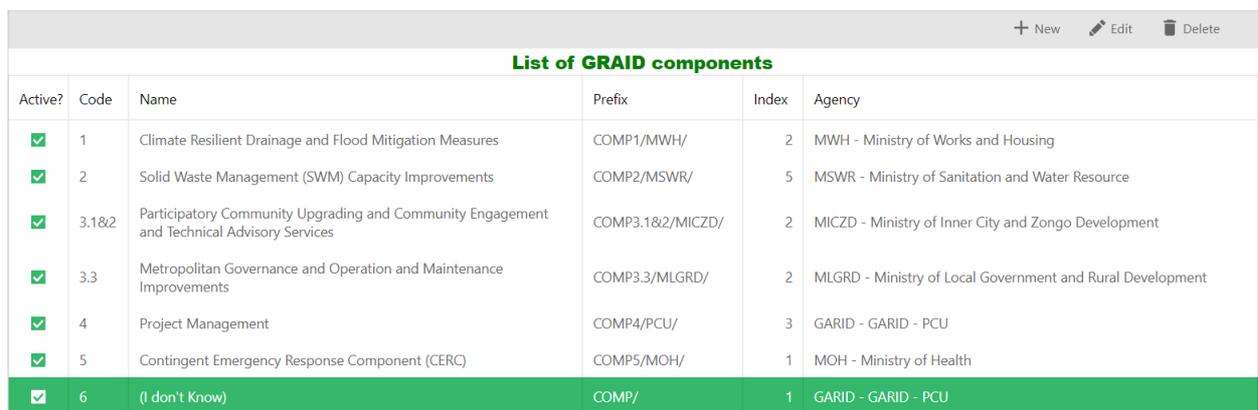
Setup

This module or menu consist of a couple submenus. These submenus are required in order to lodge or process complaints.

Once installed, but prior to using the system, the GRM needs to be configured for each implementation, by setting up various configuration and initialization parameters. These include Users, Resolution Groups, Complaint Categories, Complaint Priorities, Project, and Components. All functions described in this chapter are the responsibility of either the 'System Administrator' or the 'Complaints Administrator'.

5.1 Project Component

This page is used to add and edit components. Every complaint will be required to be associated with a component. To access this page, select **Setup** → **Component** from the menu bar. Upon accessing this page, figure 5.1 will be displayed to the user.



List of GRAID components					
Active?	Code	Name	Prefix	Index	Agency
<input checked="" type="checkbox"/>	1	Climate Resilient Drainage and Flood Mitigation Measures	COMP1/MWH/	2	MWH - Ministry of Works and Housing
<input checked="" type="checkbox"/>	2	Solid Waste Management (SWM) Capacity Improvements	COMP2/MSWR/	5	MSWR - Ministry of Sanitation and Water Resource
<input checked="" type="checkbox"/>	3.1&2	Participatory Community Upgrading and Community Engagement and Technical Advisory Services	COMP3.1&2/MICZD/	2	MICZD - Ministry of Inner City and Zongo Development
<input checked="" type="checkbox"/>	3.3	Metropolitan Governance and Operation and Maintenance Improvements	COMP3.3/MLGRD/	2	MLGRD - Ministry of Local Government and Rural Development
<input checked="" type="checkbox"/>	4	Project Management	COMP4/PCU/	3	GARID - GARID - PCU
<input checked="" type="checkbox"/>	5	Contingent Emergency Response Component (CERC)	COMP5/MOH/	1	MOH - Ministry of Health
<input checked="" type="checkbox"/>	6	(I don't Know)	COMP/	1	GARID - GARID - PCU

Figure 5.1 List of components

5.1.1 Add New Component

To add a new component, use the following steps:

1. Navigate to this page as described above if you are not already on the page.
2. Click the button **New** to display the data entry popup similar to figure 5.1.1
3. Provide the required information on the popup.

4. Click on **Save** button to commit the data. the new data should be added to the list of components as seen in figure 5.1

The screenshot displays a web interface for managing GRAID components. In the background, a table titled 'List of GRAID components' is visible, with columns for 'Active?', 'Code', and 'Name'. The table contains several rows, with the last row (Code 6) highlighted in green and containing the text '(I don't Know)'. Overlaid on this table is a 'Project Component' data entry popup. The popup has a title bar with a close button (X) and contains the following fields: 'Agency' (a dropdown menu), 'Name' (a text input), 'Description' (a larger text area), 'Number' (a text input), 'Prefix Code' (a text input), and 'Initial Index' (a dropdown menu). Below these fields is a checkbox labeled 'Activate this component for use'. At the bottom of the popup are two green buttons: 'Close' on the left and 'Save' on the right.

Figure 5.1.1. Component data entry popup

5.1.2 Edit Component

To view/edit component, do the following:

1. Navigate to this page as described above if you are not already on the page.
2. Click the button **Edit** to display the view data entry popup similar to figure 5.1.1
3. Make the necessary changes to the displayed data.
4. Click on **Save** button to update the existing record in the system. When the popup closes, the edited data should reflect in the list of components

5.1.3 Delete Component

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the component already has data associated with it. These data could be projects, complaints, users etc.

To delete a component,

1. Navigate to this page as described above if you are not already on the page.
2. Select the component's data from the list of components
3. Click on the button **Delete** to display the warning popup.
4. Click on the button **Yes** on the popup to confirm the deletion of the data record from the system.

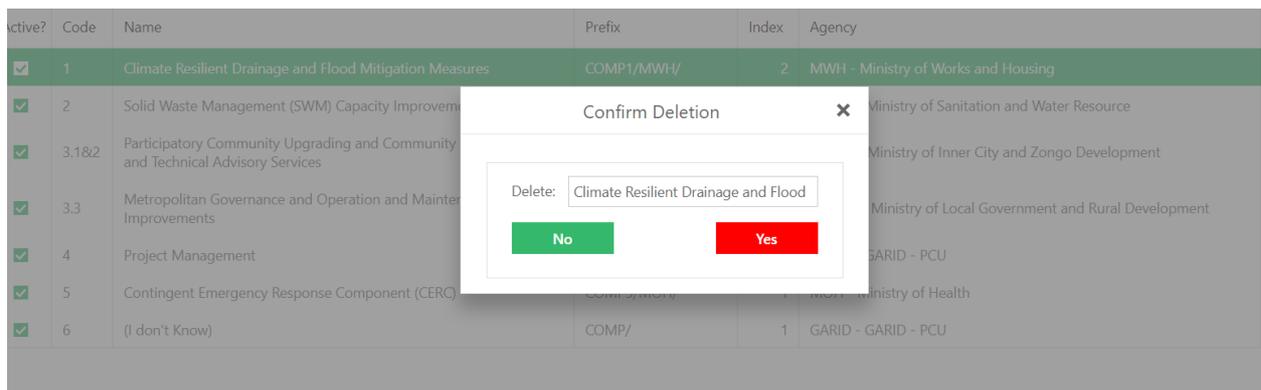


Figure 5.1.2. Component deletion popup

5.2 Projects

This page is used to setup all projects in the system. To access this page, select **Setup** → **Project** from the menu bar. Upon accessing this page, figure 5.2.1 will be displayed to the user.

+ New Edit Delete		
List of Projects		
Project #	Project Name	Consultant
Component: 1 - Climate Resilient Drainage and Flood Mitigation Measures		
<input type="radio"/> 1 - 1	Deferred and Routine Maintenance Dredging of the Odaw	
<input type="radio"/> 1 - 2	Construction of 2 No. Detention Ponds	
<input type="radio"/> 1 - 3	Urgent Repairs of Prioritized Sections of the Odaw Drainage	
<input type="radio"/> 1 - 4	Replacement of Critical Bridges	
<input type="radio"/> 1 - 5	Development of Flood Early Warning System	
Component: 2 - Solid Waste Management (SWM) Capacity Improvements		
<input type="radio"/> 2 - 1	Community Based Solid Waste Management SWM Interventions in Targeted Low-Income Communities	
<input type="radio"/> 2 - 2	Construction of a Waste Transfer Station at GAEC	
<input type="radio"/> 2 - 3	Capping of Abloragyei Dumpsite	
<input type="radio"/> 2 - 4	Capping of Old Fadama Dumpsite	
<input type="radio"/> 2 - 5	Construction of Engineered Landfill Site at Anvaa	

Figure 5.2.1 List of components and their project

5.2.1 Add New Project

To add new project, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click on the button **New** to display the data entry popup similar to figure 5.2.2
3. Provide the required information on the popup.
4. Click on **Save** button to commit the new project record to the system. When the popup closes, the new data should be added to the list of projects as seen in figure 5.2.1

5. To see the newly added data, scroll to the component of the project and it will be found among the list.

The screenshot shows a web application interface titled "List of Projects". In the background, there is a table with columns "Project #" and "Project Name". The table is divided into two sections: "Component: 1 - Climate Resilient Drainage and Flood M" and "Component: 2 - Solid Waste Management (SWM) Capac". The first section lists projects 1-1 through 1-5, and the second section lists projects 2-1 through 2-3. A "Project Information" popup form is overlaid on the table. The popup has a title bar with a close button (X) and contains the following fields: "Component *" (a dropdown menu), "Project # *" (a text input), "Name *" (a text input), "Description:" (a text area), "Start Date *" (a date picker), "End Date *" (a date picker), "Consultant:" (a text input), "Email:" (a text input), and "Phone:" (a text input). A green "Save" button is located at the bottom right of the popup.

Figure 5.2.2. Project data entry popup

5.2.2 Edit Project

To view/edit project data, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click the button **Edit** to display the view data entry popup similar to figure 5.2.2. However, the popup will contain the selected data record.
3. Make the necessary changes to the displayed data.
4. Click on the **Save** button, to update the existing record in the system. When the popup closes, the edited data should reflect in the list of projects as seen in figure 5.2.1

5.2.3 Delete Project

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the project already has data associated with it. These data could be complaints, users etc.

To delete a project,

1. Navigate to this page as described above if you are not already on the page.
2. Select the project's data from the list of projects
3. Click on the button **Delete** to display the warning popup as shown in figure 5.2.3.
4. Click on the button **Yes** on the popup to confirm the deletion of the data record from the system.

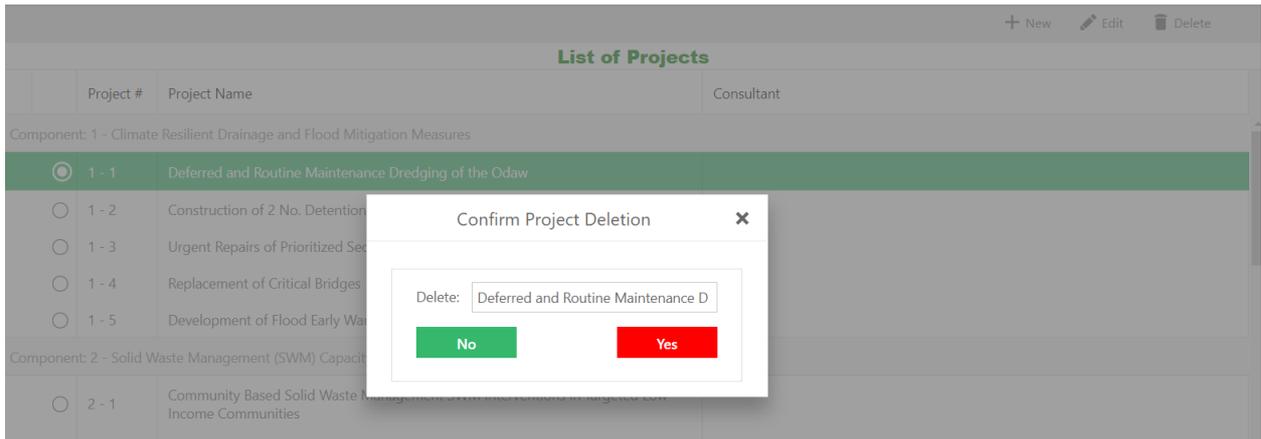


Figure 5.1.2. Project deletion popup

5.3 Districts

To access this page, select **Setup** → **District** from the menu bar.

List of project districts						
Code	Name	Phone	Email	Active ?	Receive SMS	Receive Email
ACM	Ablekuma Central Municipal Assembly	0123456789	info@abcma.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ABN	Ablekuma North Municipal Assembly	0987654321	anf@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AMA	Accra Metropolitan Assembly		adarkwa@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ADM	Adenta Municipal Assembly		info@adma.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ACM	Ayawaso Central Municipal Assembly		ayawasocentralma@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AEM	Ayawaso East Municipal Assembly		admin@aema.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ANM	Ayawaso North Municipal Assembly		info@ayawasonma.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AWM	Ayawaso West Municipal Assembly		info@aywma.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
GCM	Ga Central Municipal Assembly		info@gcma.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
GEM	Ga East Municipal Assembly		gaeast2004@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
GNM	Ga North Municipal Assembly		info@ganorth.gov.gh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
GSM	Ga South Municipal Assembly		francisabofra@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 5.3.1 List of roles

5.3.1 Add New District

To add new district, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click the button **New** to display the data entry popup similar to figure 5.3.2
3. Provide the required information on the popup.
4. Click on **Save** button to commit the new record in to the system. When the popup closes, the new data should be added to the list of districts as seen in figure 5.3.1

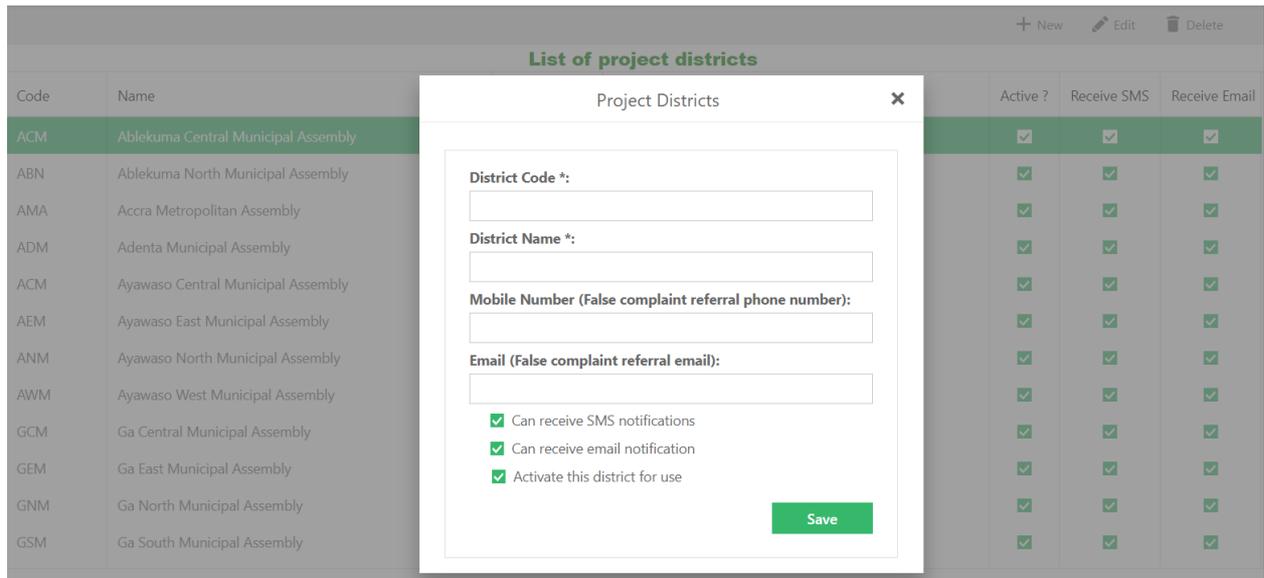


Figure 5.3.2. District data entry popup

5.3.2 Edit District

To view/edit district data, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click the button **Edit** to display the view data entry popup similar to figure 5.3.2
3. Make the necessary changes to the displayed data.
4. Click on the **Save** button, to update the existing record in the system. When the popup closes, the edited data should reflect in the list of districts as seen in figure 5.3.1

5.3.3 Delete District

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the district already has data associated with it. To delete a district,

1. Navigate to this page as described above if you are not already on the page.
2. Select the district data from the list of districts
3. Click on the button **Delete** to display the warning popup.
4. Click on the button **Yes** to delete the data record from the system.

5.4 Categories

To access this page, select **Setup** → **Categories** from the menu bar.

List of Complaints Categories		
Active	Name	Description
<input checked="" type="checkbox"/>	Administrative	
<input checked="" type="checkbox"/>	Compensation, Land Acquisition and Resettlement	
<input checked="" type="checkbox"/>	Compliments	Compliment
<input checked="" type="checkbox"/>	Construction Related	
<input checked="" type="checkbox"/>	Enquiry	
<input checked="" type="checkbox"/>	Environment, Health and Safety	
<input checked="" type="checkbox"/>	Gender Based Violence / Sexual Harassment / Sexual Exploitation Abuse	Gender Based Violence / Sexual Harassment / Sexual Exploitation Abuse
<input checked="" type="checkbox"/>	General Community Concerns	
<input checked="" type="checkbox"/>	Others	
<input checked="" type="checkbox"/>	Procurement	

Figure 5.4.1 List of categories

5.4.1 Add New Categories

To add new categories, do the following:

5. Navigate to this page as described above, if you are not already on the page.
6. Click the button **New** to display the data entry popup similar to figure 5.4.2
7. Provide the required information on the popup.
8. Click on **Save** button to commit the new record to the system. When the popup closes, the new data should be added to the list of categories as seen in figure 5.4.1

List of Complaints Categories		
Active	Name	Description
<input checked="" type="checkbox"/>	Administrative	
<input checked="" type="checkbox"/>	Compensation, Land Acquisition and Resettlement	
<input checked="" type="checkbox"/>	Compliments	Compliment
<input checked="" type="checkbox"/>	Construction Related	
<input checked="" type="checkbox"/>	Enquiry	
<input checked="" type="checkbox"/>	Environment, Health and Safety	
<input checked="" type="checkbox"/>	Gender Based Violence / Sexual Harassment / Sexual Exploitation Abuse	Gender Based Violence / Sexual Harassment / Sexual Exploitation Abuse
<input checked="" type="checkbox"/>	General Community Concerns	
<input checked="" type="checkbox"/>	Others	
<input checked="" type="checkbox"/>	Procurement	

Complaint Category ✕

Name:

Description:

Activate this role for use

Figure 5.4.2. Categories data entry popup

5.4.2 Edit Category

To edit a category data, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click the button **Edit** to display the view data entry popup similar to figure 5.4.2
3. Make the necessary changes to the displayed data.

4. Click on the **Save** button, and confirm the warning message from the popup by clicking on the button **Yes** to save the record to the system. When the popup closes, the edited data should reflect in the list of categories as seen in figure 5.4.1

5.4.3 Delete Category

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the category is already associated with data. To delete a category,

1. Navigate to this page as described above if you are not already on the page.
2. Select the category data from the list of categories
3. Click on the button **Delete** to display the warning popup.
4. Click on the button **Yes** to delete the data record from the system.

5.5 Resolution Group

To access this page, select **Setup** → **Resolution Groups** from the menu bar.

List of Resolution Groups				
S/N	Active	Duration	Name	Description
1	<input checked="" type="checkbox"/>	14	CC - Contractor / Consultant	Complaints to be resolved by the consultant or contractor or sub-contractor on site
2	<input checked="" type="checkbox"/>	14	CGC - Community Grievance Committee	Complaints to be resolved by the community members and other stakeholders within the community
3	<input checked="" type="checkbox"/>	14	PSU - District Grievance Committee	Complaints to be resolved by the district assemblies
4	<input checked="" type="checkbox"/>	21	PIU - Safeguard Team	Complaints to be resolved at the ministry level or by PIU / PCU staff
5	<input checked="" type="checkbox"/>	21	PCU - Safeguard Team	Complaints to be resolved by the Project Coordinating Unit
6	<input checked="" type="checkbox"/>	21	GBV - GBV Service Provider	Complaints to be resolved by the appropriate GBV Service Provider
7	<input checked="" type="checkbox"/>	0	National Mediation / Prosecution	Complaints to be resolved by the appropriate National Mediation / Prosecution and Judicial System

Figure 5.5.1 List of resolution groups

5.5.1 Add Resolution Group

To add new resolution group, do the following:

1. Navigate to this page as described above, if you are not already on the page.
2. Click the button **New** to display the data entry popup similar to figure 5.5.2
3. Provide the required information on the popup.
4. Click on **Save** to commit the new record to the system. When the popup closes, the new data should be added to the list of resolution groups as seen in figure 5.5.1

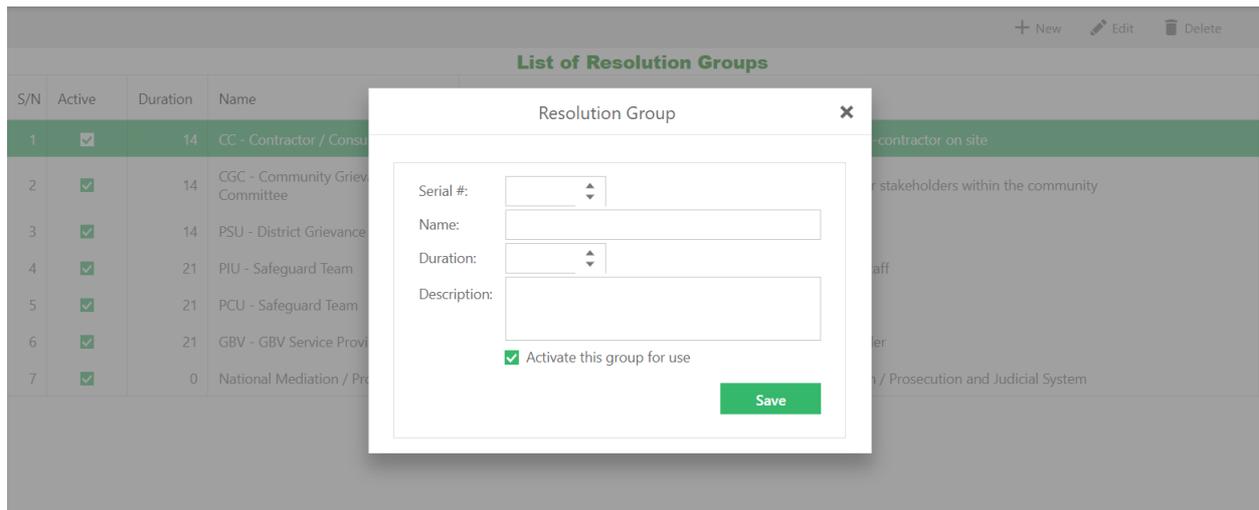


Figure 5.5.2. Resolution Group data entry popup

5.5.2 Edit Resolution

To edit a resolution group data, do the following:

5. Navigate to this page as described above, if you are not already on the page.
6. Click the button **Edit** to display the view data entry popup similar to figure 5.5.2
7. Make the necessary changes to the displayed data.
8. Click on the **Save** button to update the existing record in the system. When the popup closes, the edited data should reflect in the list of resolution groups as seen in figure 5.5.1

5.5.3 Delete Resolution Group

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the resolution group is already associated with other data. To delete a resolution group,

5. Navigate to this page as described above if you are not already on the page.
6. Select the resolution group data from the list of resolution groups as shown in figure 5.5.1
7. Click on the button **Delete** to display the warning popup.
8. Click on the button **Yes** to confirm deletion of the data record from the system.

5.6 Communities

To access this page, select **Set Up** → **Communities** from the menu bar.

List of Communities under Districts				
	Community	Assembly Member	Phone #	Email
District: Ablekuma North Municipal Assembly				
<input type="radio"/>	Adamaamli	Obed mintah oduro	0246507555	
<input type="radio"/>	Anigye krom	Eric obed boateng	0244984271	
<input type="radio"/>	Ashiekomli	Philomena asare	0244424268	
<input type="radio"/>	Awoshie water works	Obed mintah oduro	0246507555	
<input type="radio"/>	Blue lagoon	Joseph ampomah aseidu	0242337787	
<input type="radio"/>	Brisco down	Eric obed boateng	0244984271	
<input type="radio"/>	Community maternity home	Emmanuel oko quaye	0244875097	
<input type="radio"/>	Darkuman junction	Thomas ashong	0244984271	
<input type="radio"/>	Happy kids	Edmond lomo	0247076566	
<input type="radio"/>	Jack and jill	Patrick kpakpo	0244945135	
<input type="radio"/>	Jah love	Richard debrah	0246724567	

Figure 5.6.1 List of Communities

5.6.1 Add New Community

To add a new Community, do the following:

9. Navigate to this page as described above, if you are not already on the page.
10. Click the button **New** to display the data entry popup similar to figure 5.6.2
11. Provide the required information on the popup.
12. Click on **Save** button to commit the new record to the system. When the popup closes, the new data should be added to the list of Communities as seen in figure 5.6.1

List of Communities under Districts				
	Community	Assembly Member	Phone #	Email
District: Ablekuma North Municipal Assembly				
<input type="radio"/>	Adamaamli			
<input type="radio"/>	Anigye krom			
<input type="radio"/>	Ashiekomli			
<input type="radio"/>	Awoshie water works			
<input type="radio"/>	Blue lagoon			
<input type="radio"/>	Brisco down			
<input type="radio"/>	Community maternity home			
<input type="radio"/>	Darkuman junction			
<input type="radio"/>	Happy kids	Edmond lomo	0247076566	
<input type="radio"/>	Jack and jill	Patrick kpakpo	0244945135	
<input type="radio"/>	Jah love	Richard debrah	0246724567	

Project Information ✕

District *:

Community *:

Assembly Member:

Phone:

Email:

Figure 5.6.2. Community data entry popup

5.6.2 View/Edit Community

To edit a community's record in the system, do the following:

5. Navigate to this page as described above, if you are not already on the page.
6. Click the button **Edit** to display the view data entry popup similar to figure 5.6.2
7. Make the necessary changes to the displayed data.
8. Click on the **Save** button to update the existing record in the system. When the popup closes, the edited data should reflect in the list of Communities as seen in figure 5.6.1

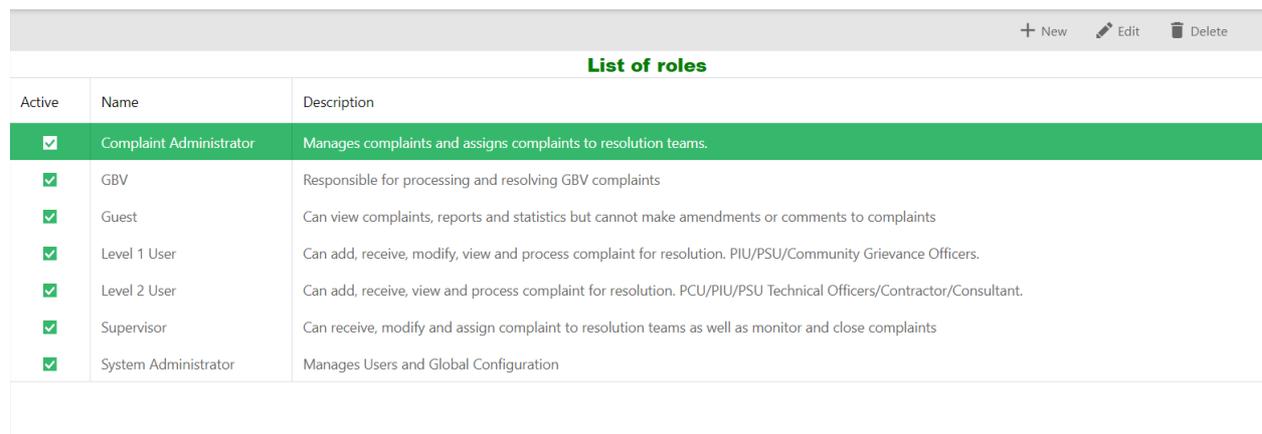
5.6.3 Delete Community

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the community already has data associated with it. To delete a community,

5. Navigate to this page as described above if you are not already on the page.
6. Select the Community data from the list of Communities
7. Click on the button **Delete** to display the warning popup.
8. Click on the button **Yes** to delete the data record from the system.

5.7 Manage Roles and Responsibilities

To access this page, select **Setup** → **Manage Roles** from the menu bar.



List of roles		
Active	Name	Description
<input checked="" type="checkbox"/>	Complaint Administrator	Manages complaints and assigns complaints to resolution teams.
<input checked="" type="checkbox"/>	GBV	Responsible for processing and resolving GBV complaints
<input checked="" type="checkbox"/>	Guest	Can view complaints, reports and statistics but cannot make amendments or comments to complaints
<input checked="" type="checkbox"/>	Level 1 User	Can add, receive, modify, view and process complaint for resolution. PIU/PSU/Community Grievance Officers.
<input checked="" type="checkbox"/>	Level 2 User	Can add, receive, view and process complaint for resolution. PCU/PIU/PSU Technical Officers/Contractor/Consultant.
<input checked="" type="checkbox"/>	Supervisor	Can receive, modify and assign complaint to resolution teams as well as monitor and close complaints
<input checked="" type="checkbox"/>	System Administrator	Manages Users and Global Configuration

Figure 5.7.1 List of roles

5.7.1 Add New Role

To add new role, do the following:

13. Navigate to this page as described above, if you are not already on the page.
14. Click the button **New** to display the data entry popup similar to figure 5.7.2
15. Provide the required information on the popup.

16. Click on **Save** button to save the new record to the system. When the popup closes, the new data should be added to the list of roles as seen in figure 5.7.1

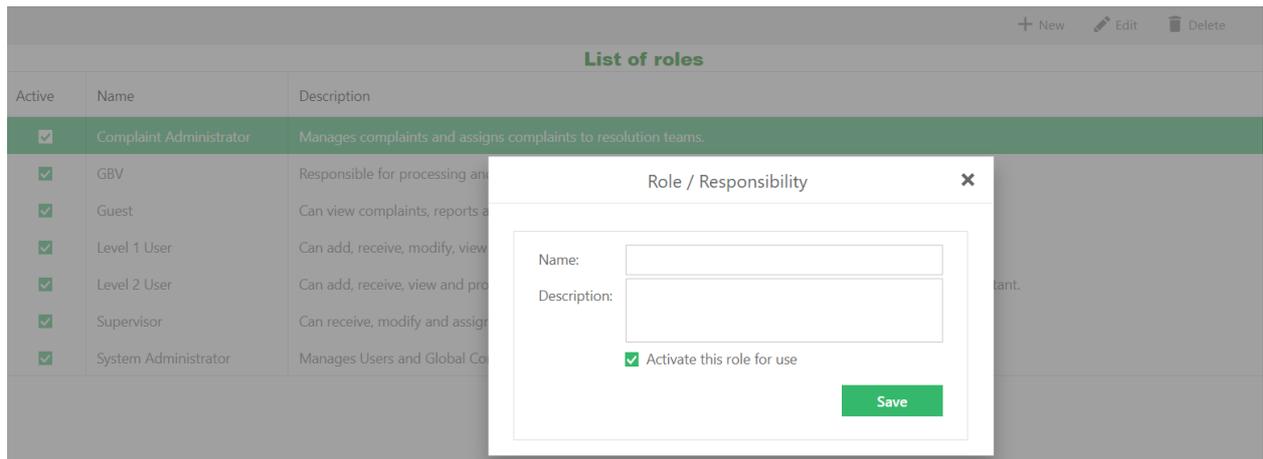


Figure 5.7.2. Role data entry popup

5.7.2 Edit Role

To edit role data, do the following:

9. Navigate to this page as described above, if you are not already on the page.
10. Click the button **View** to display the view data entry popup similar to figure 5.7.2
11. Make the necessary changes to the displayed data.
12. Click on the **Save** button to update the existing records in the system. When the popup closes, the edited data should reflect in the list of roles as seen in figure 5.7.1

5.7.3 Delete Role

It must be noted that any deleted data cannot be reversed, hence deletion must be done with the most utmost care. Deletion is bound to fail when the role already has data associated with it. To delete a role,

9. Navigate to this page as described above if you are not already on the page.
10. Select the role data from the list of roles
11. Click on the button **Delete** to display the warning popup.
12. Click on the button **Yes** to delete the data record from the system.

5.8 District Officers

To access this page, select **Setup** → **District Officers** from the menu bar.

List of roles		
Active	Name	Description
<input checked="" type="checkbox"/>	Complaint Administrator	Manages complaints and assigns complaints to resolution teams.
<input checked="" type="checkbox"/>	GBV	Responsible for processing and resolving GBV complaints
<input checked="" type="checkbox"/>	Guest	Can view complaints, reports and statistics but cannot make amendments or comments to complaints
<input checked="" type="checkbox"/>	Level 1 User	Can add, receive, modify, view and process complaint for resolution. PIU/PSU/Community Grievance Officers.
<input checked="" type="checkbox"/>	Level 2 User	Can add, receive, view and process complaint for resolution. PCU/PIU/PSU Technical Officers/Contractor/Consultant.
<input checked="" type="checkbox"/>	Supervisor	Can receive, modify and assign complaint to resolution teams as well as monitor and close complaints
<input checked="" type="checkbox"/>	System Administrator	Manages Users and Global Configuration

Figure 5.8.1 List of district officers

5.8.1 Add New District Officer

To add a new district officer, do the following:

17. Navigate to this page as described above, if you are not already on the page.
18. Click the button **New** to display the data entry popup similar to figure 5.8.2
19. Provide the required information on the popup.
20. Click on **Save** button to save the new record to the system. When the popup closes, the new data should be added to the list of District Officers as seen in figure 5.8.1

Name	Position	Phone	Email
District: Ablekuma Central Municipal Assembly			
<input type="radio"/> Bridgette Diapem	Environment		
<input type="radio"/> Justice P. Abdoni	Work		
<input type="radio"/> Kwasi Adarkwa	Development		
<input type="radio"/> Yakubu Abane Asoke	Presidential		
District: Ablekuma North Municipal Assembly			
<input type="radio"/> Edmond Nii Amaah Lomo	Presidential		
<input type="radio"/> Harriet Krakue	Environment		
<input type="radio"/> Ing. Felix Tetteh	Works Engineer	0244658586	felixb2006@gmail.com
<input type="radio"/> Mamata Musah Sheriff	Development Planning Officer	0244537401	anfghana@gmail.com
District: Ablekuma West Municipal Assembly			

Figure 5.8.2. District officer data entry popup

5.8.2 Edit District Officer

To edit district officer's data record, do the following:

13. Navigate to this page as described above, if you are not already on the page.
14. Click the button **Edit** to display the view data entry popup similar to figure 5.8.2
15. Make the necessary changes to the displayed data.

-
16. Click on the **Save** button to update the existing records in the system. When the popup closes, the edited data should reflect in the list of District Officers as seen in figure 5.8.1

5.8.3 Delete District Officer

To delete a District Officer,

13. Navigate to this page as described above if you are not already on the page.
14. Select the district officer's data from the list of district officers
15. Click on the button **Delete** to display the warning popup.
16. Click on the button **Yes** to delete the data record from the system.

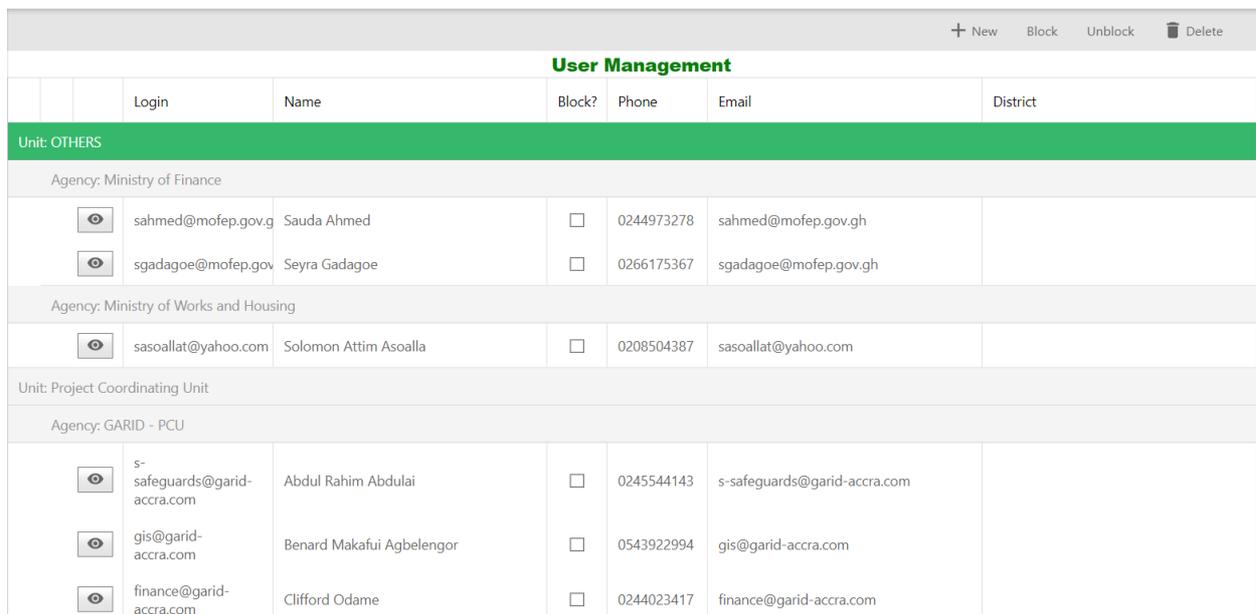
CHAPTER 6

Configurations

Once the GRM is installed, but prior to using the system, the system needs to be configured for implementation, by setting up various configuration and initialization parameters. These include Users, Resolution Groups, Messaging Templates etc. All functions described in this chapter are the responsibility of the 'System Administrator'.

6.1 Manage User

It is necessary to set up the system for different users. This page is therefore used to set up users of the system. To access this page, select **Configuration** → **Manage User** from the menu bar. The System Administrator is responsible for defining Users of the GRM.



User Management						
	Login	Name	Block?	Phone	Email	District
Unit: OTHERS						
Agency: Ministry of Finance						
<input checked="" type="checkbox"/>	sahmed@mofep.gov.gh	Sauda Ahmed	<input type="checkbox"/>	0244973278	sahmed@mofep.gov.gh	
<input checked="" type="checkbox"/>	sgadagoe@mofep.gov.gh	Seyra Gadagoe	<input type="checkbox"/>	0266175367	sgadagoe@mofep.gov.gh	
Agency: Ministry of Works and Housing						
<input checked="" type="checkbox"/>	sasoallat@yahoo.com	Solomon Attim Asoalla	<input type="checkbox"/>	0208504387	sasoallat@yahoo.com	
Unit: Project Coordinating Unit						
Agency: GARID - PCU						
<input checked="" type="checkbox"/>	s-safeguards@garid-accra.com	Abdul Rahim Abdulai	<input type="checkbox"/>	0245544143	s-safeguards@garid-accra.com	
<input checked="" type="checkbox"/>	gis@garid-accra.com	Benard Makafui Agbelengor	<input type="checkbox"/>	0543922994	gis@garid-accra.com	
<input checked="" type="checkbox"/>	finance@garid-accra.com	Clifford Odame	<input type="checkbox"/>	0244023417	finance@garid-accra.com	

Figure 6.1. List of users in the GRM

6.1.1 Add New User

Whenever a new individual user is to be given access to the system, then he/she must be assigned to a Role and Responsibility defined in the system. To create new user, click on the button **New** as seen in figure 6.1 and your screen should be similar to figure 6.1.1. Provide all the required data and click on the button **Save** to commit the data.

User Management

Full Name:	<input type="text"/>	Login ID:	<input type="text"/>
Phone:	<input type="text"/>	Official Email:	<input type="text"/>
Alternative Email:	<input type="text"/>		

Grouping

Role & Responsibilities:	<input type="text"/>		
Unit:	<input type="text"/>	User Agency:	<input type="text"/>

Only assign users who are associated to specific dropdown

Component:	<input type="text" value="(All Components)"/>	Project:	<input type="text" value="(All Projects)"/>
District:	<input type="text" value="(All Districts)"/>	Community:	<input type="text"/>

<input checked="" type="checkbox"/> Can receive email notification	<input checked="" type="checkbox"/> Can receive SMS notifications
<input checked="" type="checkbox"/> User requires password change	<input type="checkbox"/> Block user access to the system

Figure 6.1.1. User data entry view

The list below explains some of the fields on this page. Upon filling this webform, the administrative user clicks on the **Save** button to commit the entries in to the system.

- **Full Name:** This is the full name of the user whose information is being captured. The user or user account could also be a representative on an institution.
- **Login Name:** This is the name the user will use to login to the GRM and it must be unique in the system
- **Phone:** The mobile number through which the user can be reached via calls, SMS etc.
- **Official Email:** The official email address through which the user can be reached
- **Alternative Email:** The alternative email address through which the user can be reached
- **Roles and Responsibilities:** The role and responsibility of the user in the system. Access to the webpages depend on the roles and responsibilities of the user account.
- **Project Location:** The project site or region which the user is associated with.
- **Unit:** The project unit which the user is associated with.
- **User Agency:** The agency the user account is associated with.
- **Component:** The specific component the user is associated with.
- **Project:** This is used to assign users to a specific project in the system.
- **District:** This is used to assign users to a specific district. This section is applicable to the district officers
- **Community:** This is used to assign users to a specific community in a district. This section is applicable to the community members whose mandate is required in the system
- **Can receive email notifications:** When this is **Ticked** or Set to **Yes**, then user can receive notifications via email from the system

- **Can receive SMS notifications:** When this is **Ticked** or Set to **Yes**, then user can receive notifications via SMS from the system
- **User requires password change:** When this is **Ticked** or Set to **Yes**, then user will be required to change the password up on login next login.
- **Block user access to the system:** When this is **Ticked** or Set to **Yes**, then user will not be able to login or the user will be denied access to the system. This may automatically be set to **Yes** upon many unsuccessful password entries in the login page

6.1.2 Edit User

To view or edit a user’s data, select the record from the list of users in the grid as seen in figure 6.1. Click on the button **View** icon on the record and your screen should be similar to figure 6.1.1. Provide all the required data and click on the button **Save** to commit the data.

6.2 Messages Template

This page is used to manage alerts and notifications templates. When a complaint is lodged, it’s expected to go through a series of stages until it is resolved. The messaging template is designed to customize how email and SMS alerts and notifications will be sent to complainants. To access this page, select **Configurations → Messages Template** from the menu bar. Figure 6.2 shows how the webpage looks when it is accessed.

Alerts and Notifications Management			
Name	description	SMS Template	Email Template
Submitted	complaint from the website or logon user	Your complaint has been submitted and the assigned ID is [_id]. You can contact us on 0302983322/ 0800800900 or visit https://garid-accra.com/grievance-redress-mechanism/ for further information.	Dear Complainant, Thank you for contacting us. Your complaint has been successfully submitted and the assigned ID is [_id]. You will be notified when we start processing the complaint. You can also use the assigned ID to check the status of your complaint on https://garid-accra.com/grievance-redress-mechanism/ or contact us on 0302983322 / 0800800900 / info@garid-accra.com for further information. Thank You The GARID Project
Processing	The complaint is processed and its awaiting resolution	Thank you for your patience. Your complaint [_id] is being processed. You can contact us on 0302983322/ 0800800900 or https://garid-accra.com/grievance-redress-mechanism/ for further information.	Dear Complainant, Thank you for your patience. Your complaint [_id] is being processed and you will soon be notified on the next step. You can also use your complaint ID to check the status of your complaint on https://garid-accra.com/grievance-redress-mechanism/ or contact us on 0302983322/ 0800800900/ info@garid-accra.com for further information Thank You The GARID Project
Resolved	The complaint is resolved but awaits acknowledgement from the complainant to the veracity of the resolution	Your complaint [_id] has been resolved. You can contact us on 0302983322/ 0800800900 or https://garid-accra.com/grievance-redress-mechanism/ if you are not satisfied with the resolution.	Dear Complainant, Your complaint [_id] has been successfully resolved. You will be contacted to confirm the resolution of the complaint. If you have any concern with the resolution, please contact us on 0302983322 / 0800800900 / or info@garid-accra.com within three working days upon receipt of this message. Thank You The GARID Project

Figure 6.2 Status messages

