

For Further enquiries contact:
AGRO-PROCESSING, PRODUCTIVITY ENHANCEMENT AND
LIVELIHOOD IMPROVEMENT SUPPORT PROJECT OFFICE

📍 Lagos State APPEALS Coordinating Office,
LSADA Complex, Oko-Oba Agege, Lagos.

Lagos APPEALS project Hotlines:

TOLL-FREE LINES

0800 080 0088 | 0800 080 0089

✉ **Email:** info@lagosappeals.ng

📘 @Lagosappeals 📷 @Lagosappeals

🐦 @Lagosappeals 🌐 www.lagosappeals.ng



GRIEVANCE REDRESS MECHANISM BROCHURE



**AGRO-PROCESSING, PRODUCTIVITY
ENHANCEMENT AND LIVELIHOOD
IMPROVEMENT SUPPORT
(APPEALS) PROJECT**

AGRO-PROCESSING, PRODUCTIVITY ENHANCEMENT AND LIVELIHOOD IMPROVEMENT SUPPORT (APPEALS) PROJECT

1.0 PROJECT BACKGROUND

Agro-processing, Productivity Enhancement and Livelihood Improvement Support (APPEALS) Project is a comprehensive six-year World Bank Assisted project aimed at supporting farmers' productivity and their linkage to markets, facilitating consolidation of agricultural products and cottage processing, facilitating farmers and small and medium businesses' clustering and connection to infrastructure network and business services, providing technical assistance (TA) and institutional support both to beneficiaries, federal and state governments in value chain development.

The basic strategy of the project is to Increase productivity, production, and improve processing and marketing of the targeted value chains which are expected to foster job creation along value chains.

The Value Chains to be supported by APPEALS project in Lagos State are Aquaculture, Poultry and Rice.

It is presently being implemented in six (6) states of the federation; Lagos, Kano, Kaduna, Kogi, Enugu and Cross Rivers.

2.0 PROJECT DEVELOPMENT GOALS/ OBJECTIVES.

The objective of the Project is to enhance agricultural productivity of small and medium scale farmers and improve value addition along priority value chains in the State.

3.0 PROJECT IMPLEMENTATION PERIOD.

The Project will be implemented over a six-year period, starting from 2018 and will be closing 2023.

4.0 PROJECT COMPONENTS

The project has five components presented below as follow:

Component 1: Production and Productivity Enhancement

The aim of this component is to increase total supply of the targeted priority value chains with a purpose to ensure consistent, reliable and timely stream of produce to the markets. Project will provide support to small and medium scale farmers and their cooperative societies through business alliances that will link farmers to markets through off-takers and local processors. The activities to be

1

financed are clustered around the following three subcomponents:

- a. Subcomponent 1.1. Business alliances and out-grower scheme
- b. Subcomponent 1.2. Technology demonstration:
- c. Subcomponent 1.3. Support to technology adoption

Component 2: Primary processing, Value Addition, Post-Harvest Management and Woman and Youth Empowerment

The component will support the reduction of post-harvest losses, facilitate the consolidation of produce and primary processing by farmers' cooperative societies and small and medium scale enterprises in project intervention areas, focusing on gender sensitive activities along the core segment of the value chains (production, processing, marketing) and ancillary businesses (agro-dealership, haulage, packaging, business management, etc.).

Activities to be financed under this component are organized around three subcomponents:

- d. Subcomponent 2.1. Women and Youth Empowerment
- e. Subcomponent 2.2. Commodity aggregation and cottage processing
- f. Subcomponent 2.3. Market development and linkage to business services

Component 3. Infrastructure Support to Agribusiness Clusters

This component aims at improving physical environment (last mile connection to roads and utilities) for agro-industrial and cottage processing units located in agribusiness clusters with significant potential for agro-processing and greater inclusion of small to medium size farmers into the agribusiness supply chains through the business alliances.

Activities to be financed under this component are clustered around the following subcomponents:

- Subcomponent 3.1. Infrastructure support to production
- Subcomponent 3.2. Infrastructure support to processing and value addition

Component 4. Technical Assistance, Knowledge Management and Communication

The aim of this component is to build capacity of project staff and partners in the

2

relevant areas of value chains development, harness knowledge acquired and generated under the project, facilitate exchanges of experience and build capacity of stakeholders participating in the implementation of the project, and support the State Ministry of Agriculture on strategic and technical studies for scaling up agricultural productivity and processing programs.

Activities to be financed under this component are:

- Subcomponent 4.1. Capacity Building and support to collaborating institutions
- Subcomponent 4.2. Technical assistance and knowledge management
- Subcomponent 4.3 Communication and outreach

Component 5. Project Management and Coordination

The aim of this component is to ensure effective management and coordination of the project for proper accomplishment of project related goals and the achievement of the PDO. This component will support the work of technical, financial, administrative, and monitoring & evaluation activities during the entire project period.

Activities to be financed under this component are organized around the following subcomponents

- Subcomponent 5.1. Project management and coordination
- Subcomponent 5.2. Monitoring and Evaluation (M&E)
- Subcomponent 5.3. Environmental and Social Safeguards and Grievance Redress Mechanism

5.0 GRIEVANCE REDRESS MECHANISM

Grievance redress mechanisms (GRMs) are institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided.

It is a set of arrangements that enable local communities, farmers, processors, employees, and other affected stakeholders to raise grievances and seek redress when they perceive a negative impact arising from the implementation activities.

Project-level GRM is a problem -solving mechanism established and managed by Project staff that facilitates the resolution of grievance raised by people directly affected by environmental and social impacts under World Bank financed projects. It provides a direct accessible way for individuals and communities to lay their complaint(s) directly to the project State Coordination Office,

In order to ensure transparency and accountability, Lagos APPEALS project has established a grievance redress mechanism (GRM) with a clear set of goals and objectives and a well-defined scope for its interventions and a set of procedures for receiving, recording, and handling complaints during implementation of any activity under the project.

6.0 OBJECTIVES OF GRIEVANCE REDRESS MECHANISM

- Provide an effective avenue for aggrieved persons to express their concerns and resolving disputes that are caused by the project
- Promote a mutually constructive relationship among farmers, community members, project affected persons, government and investors
- Prevent and address community concerns, and assist larger processes that create positive social change
- Identify early and resolve issues that would lead to judicial proceedings

7.0 GRM VALUE CHAIN



Fig 1. Value Chain of Redress.

8.0 GRIEVANCE REDRESS COMMITTEE (GRC)

The committee will be responsible to the view and concerns of those affected during the project activities and implementation which are heard and handled upon in a timely, effective and transparent manner.

None of the members of the Committee should have a conflict of interest involving any complaint lodged.

To ensure that GRM is easily accessible to all the affected communities, individuals, groups, employees and workers, the project has established Grievance Redress Committees (GRCs) at the following levels.

9.0 FUNCTIONS OF THE GRIEVANCE REDRESS COMMITTEE

- Publicize within the list of affected persons and the functioning of the grievance redressed Procedure established;
- Verify grievances and their merits;
- Recommend to the PMU solutions to such grievances;
- Communicate the decisions to the Claimants;

- Ensure that all notices, forms, and other documentation required by Claimants are made available in Local language understood by people; and
- Ensure documentation of all received complaints and the progress of remediation.
- Analyse and extract lessons learnt from complaint received.

10.0 COMPOSITION OF GRIEVANCE REDRESS COMMITTEE

For the effective resolution of grievances, the GRC composition include the following members which shall meet at regular interval as the need arises at the State, Local Government and Cluster Levels respectively:

STATE GRIEVANCE REDRESS COMMITTEE

S/N	NAME/TITLE OF PERSON/ORGANIZATION	POSITION
1	Honourable Commissioner Ministry of Agriculture	Chairman
2	Honourable Commissioner Ministry of Environment	Member
3	Honourable Commissioner Ministry of Women Affairs and Poverty Alleviation	Member
4	Honourable Commissioner Ministry of Local Government and Chieftaincy Affairs	Member
5	Honourable Commissioner Ministry of Finance	Member
6	Permanent Secretary Ministry of Agriculture	Member
7	State Project Coordinator APPEALS	Member
8	General Manager Lagos State Office for Disability Affairs	Member
9	Director Legal Ministry of Agriculture	Member
10	Programme Manager Lagos State Agricultural Development Authority	Member
11	Lagos State Commissioner of Police	Member
12	President All Farmers Association	Member
13	Communication Officer APPEALS Project	Member
14	Environmental Officer APPEALS Project	Secretary

LOCAL GOVERNMENT GRIEVANCE REDRESS COMMITTEE

1	Permanent Secretary Ministry of Agriculture	Chairperson
2	Local Government Chairman	Member
3	Head of Department (Agric)	Member
4	President Lagos State Rice Farmers Association of Nigeria	Member
5	President Lagos State Poultry Association of Nigeria	Member
6	President Lagos State Catfish Farmers Association of Nigeria	Member
7	Environmental Officer APPEALS Project	Secretary
8	Communication Officer APPEALS Project	Member

5

CLUSTER LEVEL GRIEVANCE REDRESS COMMITTEE

1	Community / Cluster Chairman	Chairman
2	Cluster Vice Chairman	Member
3	Cluster Secretary	Member
4	Contractor/subcontractor representative	Member
5	Complainants or their representative	Member
6	Other line institutions representative, if required	Member
7	Value Chain Facilitators	Secretary

SCO/PROJECT LEVEL GRIEVANCE REDRESS COMMITTEE

1	State Project Coordinator	Chairman
2	Women & Youth / Livelihood Unit	Member
3	Communication unit	Member
4	Monitoring & Evaluation unit	Member
5	Productivity Enhancement unit	Member
6	Rural Infrastructure unit	Member
7	Agro-Processing unit	Member
8	Commercialization & Business Devt unit	Member
9	Procurement / Fiduciary unit	Member
10	Extension officers in the community	Member
11	Environmental and Social Management Unit	Secretary

11.0 TIERS

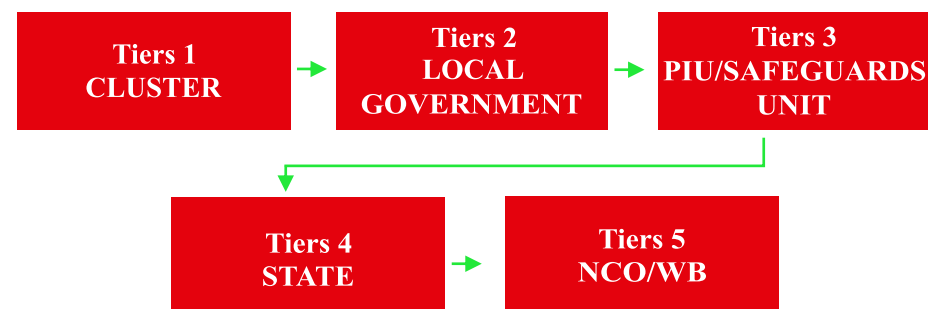


Figure 2: Five Level Tiers

6

12.0 REDRESS FLOW CHART

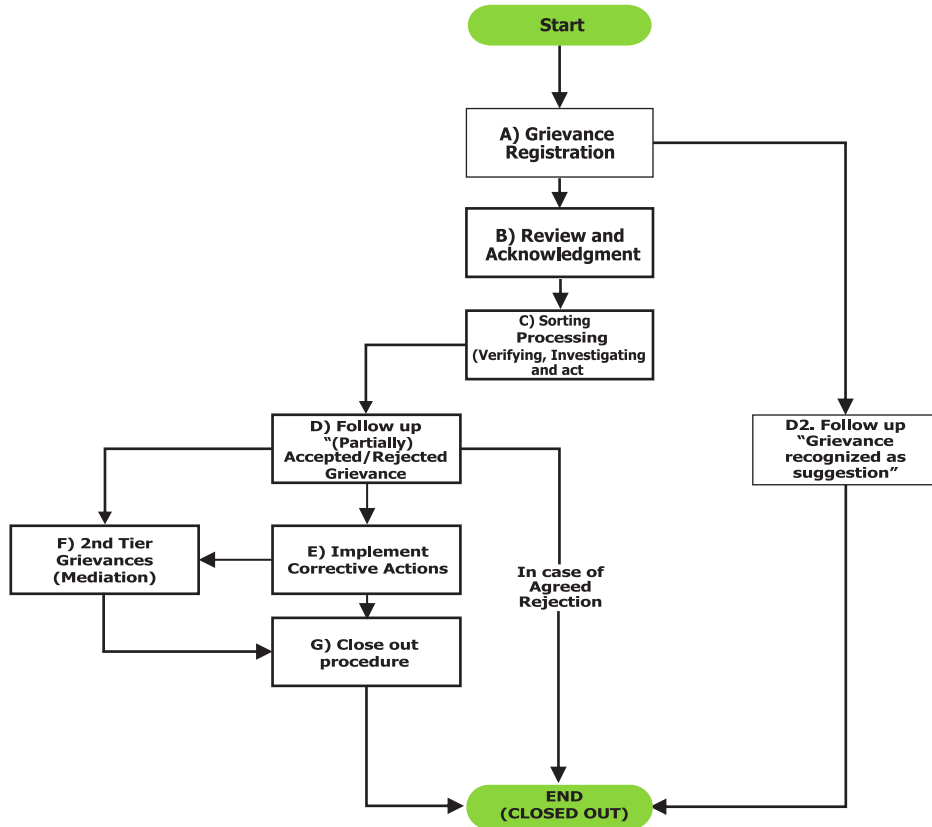


Figure 3: Redress Flow Chart

13.0 CODE OF ETHICS

- **Integrity:** Being straightforward, honest and truthful
- **Objectivity:** Objectively evaluate the complaint's merit on the basis of facts.
- **Neutrality:** Ensure that investigations are neutral not allowing bias, conflict of interest or the influence of other people to override judgement.
- **Confidentiality:** It is essential that the confidentiality of the complainant is protected and information not disclosed unless consent is given.
- Efficiency, speed and proportionality

Delay in grievances resolution could constitute another grievance or could result in mistrust which could damage the project image and willingness to resolve complaints.

Grievances will be handled promptly within the specified period. The following table provides steps with responsibilities of grievances relating to the project activities. The key purpose of this exercise is to present GRM process in an effective & user-friendly manner.

14.0 GRIEVANCE REDRESS COMMITTEES (GRCS) RESPONSIBILITIES

Steps	Complainants	GRC/GRM Focal Officer functions	timeframe
Subproject or community level GRC			
The Affected Person/complainant (or his/her representative) may submit his/her complaint in several ways e.g. by written letter, phone, SMS messages and email to the GRC or, alternatively, raise his/her voice in a public or individual meeting with project staff.			
1	Submission of complaint to the subproject or community level GRC	Conduct public information sessions among the affected communities to use grievance service Registering a grievance in the project logbook and grievance database Segregate/sort and process Acknowledge and follow up on grievance Verify, investigate, and act Provide written response to the complainants	1- 7 days
Project Level GRC			
If resolution at subproject/community level is unsuccessful, the Affected Person (AP)/complainant can take his or her complaint to a Project level GRC.			

2	Submission of grievance to the Project level GRC through one of the channels	Conduct coordination meeting among project level GRC including ESM specialist to find out what exactly a complainant needs attention regarding the received grievance through any channel.	14 days
<p>State level GRC In case the complaint is not resolved within 10 days of its receipt or it is unattended, the complainant can approach the State level GRC or directly to the Commissioner of Agriculture. Ministry-GRC and/or Commissioner will then examine the complaint and address the complaint within 20 days.</p>			
3	Complainant can refer the complaint to the State level GRC or directly to the office of Commissioner for Agriculture	Conduct coordination meeting/ resolution session between complainant relevant administrations and Investigate the complaints Provide written response to the complainant	2 – 4 weeks

15.0 GRIEVANCE REDRESS CHANNELS FOR LAGOS APPEALS PROJECT

Various channels are used, and each uptake channel has its own merits and demerits and needs to be fixed with different situation that is best suited. It needs attention that channels should be convenient, maintain confidentiality and at no cost to complainants. The complainants can submit their grievances regarding any element of the APPEALS project without any restriction through a variety of means as listed below:

- Grievance / Complaint Boxes: Located at the State Coordination Office and designated locations across the State.
- Personal Visit: Complainants can personally submit their grievances to one of the relevant Grievances Redress Committees.
- Toll-free lines: The complainant can report his/her grievance verbally

through (08000800088 and 0800800089) on all working days from 9:00 am to 5:00 pm.

- Telephone Message: Complainant can send text message of his/her grievance to the dedicated phone numbers.
- Petition: Complainant can submit his/her written petition directly to one of the grievance handling committees (subproject level/community GRC, project level GRC, level GRC)
- Email: Those complainants who have access to the internet can send their grievances to emails address (info@lagosappeals.ng)
- Web Portal: An online web page under Lagos APPEALS project main website (www.lagosappeals.ng), Where, a form needs to be completed to register in an online grievance (grm@lagosappeals.ng).
- Anonymous complaints: are also accepted, where the identity of the complainants is not necessarily required- particularly complaints at workplace conditions.
- However, anonymous complaints are not always accepted where specific incidents are investigated, and a complainant's identity can be crucial during the investigation. A complainants' identity may also be required at the end of an investigation if the complainant is needed to testify at an adversarial hearing.

Anonymous complaints will be accepted through any means and in any forms and all possible channels will be used to give feedback and privacy respected to prevent recommendation. The feedback for anonymous complaint will be provided on the project website or social media page. Information regarding the complaints up taking channels, will be publicly disclose on communication materials.