

# TONGA COASTAL RESILIENCE PROJECT

## Stakeholder Engagement Plan & Grievance Redress Mechanism

21 September 2023

## Quality Information

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### **Appendix 1 – FPIC Processes**

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## 1 INTRODUCTION

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### 1.1 BACKGROUND

1. The proposed GCF Tonga Coastal Resilience project has been developed based on multi-stakeholder discussions and participation of a wide range of stakeholder groups.
2. Under the leadership of the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC), climate change related issues and solutions were identified, and they were presented for community discussions, inputs, and endorsement. Relevant stakeholders to be involved in the project implementation, monitoring and evaluation, and post-project operation and maintenance were also identified during the process. Civil society organizations were also fully engaged in the process.

### 1.2 PURPOSE OF THIS DOCUMENT

3. The purpose of Stakeholder Engagement Plan (SEP) is to support the long-term sustainability of the project achievements by providing a formal document outlining the project plans to communicate with stakeholders holding interest or potential interest in the project work and objectives. The engagement plan identifies the potential stakeholders, their interest levels, power, and influence, and is regularly updated to meet stakeholder circumstances.
4. As most of the population of Tonga can be considered as indigenous for the purposes of UNDP Standard 6, therefore, all consultation activities can be considered to be with indigenous peoples, which is particularly important where the requirement for Free, Prior, Informed, Consent (FPIC) needs to be met (Outputs 1 and 3). The SEP also provides the mechanisms by which the UNDP Standard 6 and obtaining FPIC requirements will be met.
5. The stakeholder management plan is used for: planning the engagement of stakeholders, developing strategies to reduce or eliminate resistance, valuing local knowledge and experience and creating strategies to increase sharing, support and buy-in. Because planning for stakeholder management generates activities, this plan becomes an input to other subsidiary plans.
6. The approach is based on the principles of fairness and transparency in selection of stakeholders, ensuring consultation, engagement and empowerment of relevant stakeholders comprehensively for better coordination between them from planning to monitoring and assessment of project interventions; access of information and results to relevant persons; accountability of stakeholders; implementing grievances redress mechanism and ensuring sustainability of project interventions after its completion.

## 2 REGULATIONS AND REQUIREMENTS

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### 2.1 UNDP REQUIREMENTS

7. UNDP is committed to meaningful, effective, and informed stakeholder engagement in the design and implementation of all UNDP projects. UNDP's commitment to stakeholder engagement arises from internal policies, procedures, and strategy documents as well as key international human rights instruments, principles, and numerous decisions of international bodies, particularly as they relate to the protection of citizens' rights related to freedom of expression and participation. UNDP also follows the UN Statement of Common Understanding on Human Rights-Based Approaches to Development Cooperation which provides for "*Participation and Inclusion: Every person and all peoples are entitled to active, free and meaningful participation in, contribution to, and enjoyment*

*of civil, economic, social, cultural and political development in which human rights and fundamental freedoms can be realized."*

8. In summary, the key UNDP Social and Environmental Standards (SES) stakeholder engagement requirements are:
  - Ensure meaningful, effective, informed participation of stakeholders in the formulation and implementation of UNDP Programmes and Projects, providing stakeholders opportunities to express their views at all points in the Project decision-making process on matters that affect them. (SES, Part C, paras. 18, 20).
  - Conduct stakeholder analysis and engagement in a gender-responsive, culturally sensitive, non-discriminatory, and inclusive manner, identifying potentially affected vulnerable and marginalized groups and providing them opportunities to participate (SES, Part C, para. 18).
  - Develop appropriately scaled Stakeholder Engagement Plans, with level and frequency of engagement reflecting the nature of the activity, magnitude of potential risks and adverse impacts, and concerns raised by affected communities (SES, Part C, para. 21).
  - Meaningful, effective, and informed consultation processes need to be free of charge and meet specified criteria, including free of intimidation and external manipulation; initiated early and iterative; inclusive; gender and age responsive; culturally appropriate and tailored to language preferences; and based on timely disclosure of relevant, accessible information regarding the project and its social and environmental risks and impacts (SES, Part C, para. 20).
  - Include differentiated measures to allow effective participation of disadvantaged or vulnerable groups, including persons with disabilities (SES, Part C, para. 20).
  - Undertake measures to ensure effective stakeholder engagement occurs where conditions for inclusive participation are unfavourable (SES, Part C, para. 18).
  - Document consultations and report them in accessible form to participants and the public (SES, Part C, paras. 20, 28).
  - Ensure early and iterative meaningful stakeholder engagement throughout the assessment and management of potential social and environmental risks and impacts (SES, Part C, para. 16).
  - Ensure that stakeholders who may be adversely affected by the project can communicate concerns and grievances through various entry points, including, when necessary, an effective project-level grievance mechanism, and also UNDP's Stakeholder Response Mechanism and Social and Environmental Compliance Unit (SES, Part C, paras. 23-26, 37).
  - For projects that affect rights, lands, territories, resources, and traditional livelihoods of indigenous peoples, ensure meaningful consultations and free, prior informed consent (FPIC) (SES, Part C, para. 22; SES, Standard 6, para. 10).
  - For projects that may involve physical or economic displacement, ensure activities are planned and implemented collaboratively with meaningful and informed participation of those affected (SES, Standard 5).
  - Provide ongoing reporting to affected communities and individuals for projects with significant adverse social and environmental impacts (SES, Part C, para. 34).
  - Seek to identify, reduce, and address the risk of retaliation and reprisals against people who may seek information on and participation in project activities, express concerns and/or access project-level grievance redress processes/mechanisms or UNDP's Stakeholder Response Mechanism or Social and Environmental Compliance Unit (SES, Part C, para. 27).
  - Ensure that stakeholder analysis and engagement are conducted in a gender-responsive, culturally sensitive, non-discriminatory, and inclusive manner, identifying potentially affected

vulnerable and marginalized groups and providing them opportunities to participate. (SES, Part C, para. 18).

## 2.2 GCF REQUIREMENTS

9. GCF seeks to ensure the greatest degree of transparency in all its activities through the effective dissemination of information to stakeholders and the public at large. Recognising the need to ensure public access and stakeholder participation, GCF sets out the Information Disclosure Policy (IDP) which outlines the information that is made available to the public either as a routine matter or upon request. The IDP requires GCF to presume the disclosure of information relating to GCF and its funding activities.

### 2.2.1 Information Disclosure

10. The GCF Information Disclosure Policy operationalizes its commitment by ensuring transparency, public access to information and stakeholder participation in all its activities. The Information Disclosure Policy requires that relevant information, including with respect to environmental and social issues, is made available to the affected and potentially affected communities and external stakeholders.
11. GCF requires that all additional environmental and social safeguards documents be disclosed. These documents may include a suite of assessment and management instruments, such as resettlement action plans and policy frameworks, indigenous peoples' plans, and planning frameworks, gender assessments and gender action plans, and environmental and social due diligence and audit reports. These documents will complement the environmental and social reports or core safeguards instruments – and should be disclosed in the same manner and timeframe as the core instruments.
12. GCF require accredited entities, including intermediaries, to ensure the effective engagement of communities and individuals, including transboundary, vulnerable, and marginalised groups and individuals that affected or potentially affected by the activities proposed for GCF financing. The disclosure of information, meaningful consultation, and informed participation is to be designed and undertaken in a manner that takes into consideration the risks and impacts, including where appropriate transboundary impacts as well as opportunities to enhance environmental and social outcomes of the proposed Environmental and Social Policy activities, starting from the design and development of activities and will continue throughout the lifecycle of the activities.

### 2.2.2 Stakeholder Engagement

13. GCF requires that culturally appropriate, meaningful consultation/discussions are undertaken throughout the life cycle of activities, with information provided and disclosed in a timely manner, in an understandable format, in appropriate local languages, gender inclusive and responsive, free from coercion, and incorporates the views of stakeholders in the decision-making process. The processes should pay particular attention to vulnerable groups and to conducting consultations / sharing sessions in a manner that does not put vulnerable individuals and groups at risk.
14. GCF's Indigenous Peoples Policy reflects the importance of fully and effectively engaging with indigenous peoples in the design, development and implementation of the strategies and activities to be financed by GCF, while respecting their rights
15. The implementation of this SEP, the project ESMF and the Grievance Redress Mechanism along with Tongan Law will ensure that the project is aligned with the GCF policies.

### 2.2.3 Grievance Redress

16. GCF requires that accredited entities inform the communities affected, or likely to be affected, by the GCF-financed activities about the grievance and redress mechanisms at all three levels, at the earliest opportunity of the stakeholder engagement process and in an understandable format and in all relevant languages.
17. At the GCF level, the independent Redress Mechanism will address the grievances and complaints filed by persons, groups of persons or communities or on their behalf by governments or a representative, duly authorised to act in such a capacity, who may be or have been affected by the adverse impacts including transboundary impacts of the projects, in connection to the GCF-financed activities. In the event of a complaint being filed with the independent Redress Mechanism, the accredited entities will cooperate with the independent Redress Mechanism and GCF.

## 2.3 GOVERNMENT OF TONGA REQUIREMENTS

18. The Tongan EIA law requires the participation of public in the assessment process, however the form it takes is not defined.

## 3 OVERVIEW OF THE PROJECT

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19. Broadly, the three Outcomes of the project have the following key stakeholders:
  - **Outcome 1: Strengthened knowledge, capacity and engagement for incorporating climate risks into long-term adaptation planning supported through multi-sectoral, multi-stakeholder engagement and dialogue platform.**

This Outcome focuses on establishing a dialogue platform, facilitating evidence-based discussions about the impact on climate change on coastal communities, and raising awareness about and preparedness for internal relocation driven by climate risks. As such, in principle, every single individual in the country is a key stakeholder for this Output. But on a day-to-day basis for project implementation, key stakeholders include the Ministry of Lands, Survey and Natural Resources, Ministry of Internal Affairs, NGOs and CSOs, members of parliament, village and island development committee members, nobles and other landowners, and businesses. They will be engaged in awareness raising and consultation meetings throughout the implementation of the project to elicit their views on the issue of possible internal migration and have them reflected in the revision of the national land use plan.

- **Outcome 2: Strengthened national and local capacities for effective monitoring and assessment of climate risks.**

Outputs 2.1 and 2.2 are designed to build the national capacity for continuous collection, monitoring and assessment of coastal or marine data for improved understanding of coastal processes and the status of coastal resilience. While a large part of the budget will be used for building the technical capacity within central government ministries and departments, NGOs and community members are expected to play a distinct role especially in monitoring the status of marine ecosystems and water quality. Local community and NGOs, with support from the Ministry of Internal Affairs, are expected to play a central role in the implementation of Activity 2.3, where continuation and expansion of Outputs 2.1 and 2.3 will be discussed in the context of Community Development Plans (CDP). The existing platforms for CDP formulation will be utilized and strengthened. In particular, District/Town Officers and community groups such as women's and youth groups will be considered a key stakeholder because their responsibilities will be more

clearly defined, and their capacity to fulfil the responsibilities strengthened, in the specific context of CDP formulation, resource mobilization and execution of priority actions.

- **Outcome 3: Reduced vulnerabilities of coastal communities in Hahake to climate hazards through coastal protection measures.**

This Outcome will be delivered by a range of partners. Output 3.1, which aims to put in place hard engineered solutions to reduce the risk of coastal erosion and storm surges in the Northeastern coasts of Tongatapu, will be led by the Ministry of Infrastructure. In Outputs 3.1 and 3.2, community members are expected to play an important role for operation and maintenance of the GCF investments in the form of cleaning of culverts/drainage, visual observations of structural damages of the revetments and continuous monitoring of marine/coastal habitats. Commitment for community engagement during and beyond the project implementation will be specifically agreed on during the operation and maintenance consultations as part of Output 3.1.

## 4 PRINCIPLES FOR EFFECTIVE STAKEHOLDER ENGAGEMENT

20. Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on International Best Practice include the following:
  - Commitment is demonstrated when the need to understand, engage and identify the community is recognised and acted upon early in the process.
  - Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust
  - Respect is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognised.
  - Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner.
  - Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities.
  - Trust is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

### 4.1 TONGANS AS INDIGENOUS PEOPLES

21. Although there is no specific indigenous peoples status in Tongan national political and legal frameworks, Tongans are considered under UNDP standards as an “indigenous people”, in the sense of a distinct collective which has pursued its own concept and way of human development in a given socio-economic, political and historical context; has tried to maintain its distinct group identity, languages, traditional beliefs, customs, laws and institutions, worldviews and ways of life; has exercised control and management of the lands, territories and natural resources that it has historically used and occupied, with which it has a special connection, and upon which its physical and cultural survival as indigenous peoples typically depends; and pre-dates those who colonized the lands in Oceania – though Tonga itself was never colonized.
22. The special relationship that Tongans have with their lands, territories, resources means that their landscape and land management practices are embedded within their Cultural Heritage. Although Western influence has somewhat altered traditions and culture in Tonga, certain Tongan rituals and art forms survive.



23. The proposed project activities were screened against UNDP's Social and Environmental Standards (SES) wherein Standard 6 was triggered. However, as Standard 6 applies to almost all of the population, it is considered that a separate Indigenous Peoples Plan is not required, rather the requirements of the standard can be met by being integrated into the ESMP and Stakeholder Engagement Plan (SEP).
24. As noted in the ESMF and UNDP Standard 6 Guidance Note, while all consultations with indigenous peoples should be carried out in good faith with the objective of achieving agreement, Standard 6 stipulates circumstances in which Free, Prior, Informed, Consent (FPIC) must be pursued and secured before proceeding with the specified actions:
  - **Rights, lands territories, resources, traditional livelihoods:** FPIC will be ensured on any matters that may affect the rights and interests, lands, resources, territories (whether titled or untitled to the people in question) and traditional livelihoods of the indigenous peoples concerned. Project activities that may adversely affect the existence, value, use or enjoyment of indigenous lands, resources or territories shall not be conducted unless agreement has been achieved through the FPIC process. (Requirement 9)
  - **Resettlement:** No relocation of indigenous peoples will take place without the free, prior and informed consent (FPIC) of the indigenous peoples concerned and only after agreement on just and fair compensation, and where possible, with the option of return (Requirement 8).
  - **Cultural Heritage:** UNDP will respect, protect, conserve and not take or appropriate the cultural, intellectual, religious and spiritual property of indigenous peoples without their free, prior and informed consent (Requirement 13d).
25. It has been determined for the Tonga Coastal Resilience Project, Standard 6 is triggered and Outputs 1 and 3 will require Free, Informed and Prior Consent (FPIC). Appendix 1 outlines the process that will be required to be followed for these Outputs to obtain FPIC. Further information about Standard 6 and FPIC can be found on the UNDP SES Toolkit page.<sup>1</sup>
26. In all cases, no activities (Activities 1.1 and 1.2 and Activity 3.1) predicated on the granting of FPIC should be initiated until the outcomes of the FPIC process are validated and any required mitigation measures are in place.

## 4.2 STAKEHOLDER IDENTIFICATION AND CONSULTATION METHODS

### 4.2.1 Key Stakeholders

27. Key stakeholders for the project include GCF, UNDP, Project Team, Government of Tonga, Local government and traditional leaders, communities, and beneficiaries, directly affected landholders, project contractors and workers, civil society groups and local NGOs. Table 1 provides a summary stakeholder analysis.
28. As already noted, most of the population of Tonga can be considered as indigenous for the purposes of UNDP Standard 6. Therefore, all consultation activities can be considered to be with indigenous peoples, which is particularly important where the requirement for Free, Prior, Informed, Consent (FPIC) needs to be met (Outputs 1 and 3). Refer to Appendix 1 for further information on the FPIC process.

Table 1 Stakeholder Analysis Overview

<sup>1</sup>

[https://info.undp.org/sites/bpps/SES\\_Toolkit/SES%20Document%20Library/Uploaded%20October%202016/FINAL%20FPIC%20FAQ%20Guidance%20-%20June%2015%202022.pdf](https://info.undp.org/sites/bpps/SES_Toolkit/SES%20Document%20Library/Uploaded%20October%202016/FINAL%20FPIC%20FAQ%20Guidance%20-%20June%2015%202022.pdf)

Stakeholders	Interests at stake in relation to project	Effect of project on interests (+, 0, -)	Importance of stakeholder for success of project 1 = little/no importance 2 = some importance 3 = moderate importance 4 = very important 5 = critical player	Degree of influence of stakeholder over project 1 = little/no importance 2 = some importance 3 = moderate importance 4 = very important 5 = critical player
GCF	Reputation	+	4	5
UNDP	Reputation	+	4	5
Project Team	Reputation	+	5	4
Government of Tonga	Reputation and capacity to plan/implement Training	+	5	5
Local government and traditional leaders	Voice of the communities – exposing positives and negatives of the project  Active participation to share knowledge  Welfare of local communities	+	5	5
Island communities and beneficiaries	Enhanced resilience through reduced climate impacts  Ownership for longevity of action	+	4	4
Directly affected landholders	Protection of assets and/or loss of land or trees  Key role in maintenance of infrastructure	0	5	5
Project contractors and workers	Safety and ability to deliver  Maintenance of infrastructure	0	4	4
Women's and youths' organizations, people with disability	Gender equity and employment opportunities	+	4	4
Civil society groups and local NGOs	Environmental and social issues	0	4	

#### 4.2.2 Stakeholder Consultation Methods

29. There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders.

When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group should be considered. The techniques mostly used in Tonga are listed in

30. Table 2.
31. Table 3 outlines how and why some of the techniques from Table 2 would be used depending on target audience.

Table 2 Common consultation methods in Tonga

Engagement Technique	Appropriate application of the technique
Correspondences (Phone, Emails)	Distribute information to Government officials, NGOs, Local Government, and organisations / agencies Invite stakeholders to meetings and follow-up
One-on-one meetings	Seeking views and opinions Enable stakeholder to speak freely about sensitive issues Build personal relationships Record meetings
Formal meetings	Present the Project information to a group of stakeholders Allow group to comment – opinions and views Build impersonal relation with high level stakeholders Disseminate technical information Record discussions
Public meetings	Present Project information to a large group of stakeholders, especially communities Allow the group to provide their views and opinions Build relationship with the communities, especially those impacted Distribute non-technical information Facilitate meetings with presentations, PowerPoint, posters etc. Record discussions, comments, questions.
Focus group meetings	Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses
Project website	Present project information and progress updates Disclose ESIA, ESMP and other relevant project documentation Seek feedback
Media, including social media	Present project information and progress updates Share information on project activities
Direct communication with affected land/asset owners	Share information on timing of works Agree options for removing / relocation of assets
Road signs	Share information on project activities Reminders of potential impacts
Project leaflet / newsletter	Brief project information to provide regular update Site specific project information Invite feedback

## Annex VII – Stakeholder Engagement Plan

GREEN CLIMATE FUND FUNDING PROPOSAL

Table 3 Target Audience and Key Messages Overview

WHO	WHY	HOW	SPECIFIC KEY MESSAGES
<p>Government Department</p> <p>Implementing Partners</p> <p>Stakeholders</p>	<p>To communicate progress and impacts of project.</p> <p>To demonstrate transparency in project development and implementation</p> <p>To credit government and build relationships</p> <p>To develop strong partnership with technical partners</p> <p>To train implementing partners</p>	<p>Regular sharing of project document, information, data and technical knowledge</p> <p>Regular stakeholder meetings</p> <p>Trainings and workshops</p> <p>Disclosure (transparency)</p> <p>Board Meetings</p> <p>Tagging in social media</p>	<p>The project aims to build the adaptive capacity on technical coastal adaptation for project sustainability and monitoring of the project</p> <p>The project collaborates with its partners and stakeholders to share knowledge and experience, promote visibility, raise awareness and influence change</p> <p>The project coordinates and reports activities with its partners and builds technical capacities.</p> <p>The Project Management Unit (PMU) along with its implementing partners are accountable, transparent, and work to connect with government and stakeholders, including the islands communities and beneficiaries</p>
Communities	<p>To communicate progress and impacts of project</p> <p>To demonstrate transparency in project development and implementation</p> <p>To expand and share knowledge</p> <p>To create a platform of knowledge and experience sharing</p> <p>To identify and protect sites of significance</p>	<p>Validation of Environment Social Impact Assessments (ESIA) documents</p> <p>Approvals of coastal protection designs</p> <p>Participation in developing long-term land use planning strategies</p> <p>Regular community meetings, consultations, sharing sessions, and training</p> <p>Community engagement through local leaders</p> <p>Continuous engagement and transparent information sharing, especially when the project experiences delay in its implementation</p> <p>Collection of information on local knowledge and practices</p>	<p>The project collaborates/consults with the targeted communities and islands stakeholders to share knowledge and experience, promote visibility, raise awareness and influence change</p> <p>The project values the community knowledge, views and opinion on decision making on coastal protection measure designs and long-term land use planning.</p>

## Annex VII – Stakeholder Engagement Plan

GREEN CLIMATE FUND FUNDING PROPOSAL

		Promotions of project information and communication materials	
Partners, stakeholders, communities, beneficiaries and public	<p>To raise public awareness of climate change impacts and adaptation needs</p> <p>To build public profile of Government/UNDP and project in addressing climate change issues</p> <p>To strengthen and promote the visibility of the project to all the beneficiaries and the public</p> <p>To communicate progress of project activities</p> <p>To minimize impact on directly affected and vulnerable groups</p> <p>To inform on the GRM</p>	<p>Project newsletters (links to press releases, new stories as they are published, interviews, etc.)</p> <p>Pamphlet</p> <p>Billboards</p> <p>TV and radio news and program</p> <p>Building media contacts and relationships</p> <p>Press releases</p> <p>Distributions of Information, Education and Communication (IEC) materials</p> <p>Tagging in social media</p> <p>Mitigation measures</p> <p>GRM committee</p>	<p>Project aims to build visibility, update, and promote project implementation, raise awareness, and influence change to public, beneficiaries, targeted communities, and stakeholders</p> <p>The project is a credible development partner in communicating information and outcomes of its activities in coordination with relevant Government ministries and departments.</p> <p>The community has a mechanism to raise concerns and have issues resolved.</p>
Professional development and exposure	To share knowledge and experience	<p>Visibility at conferences and events</p> <p>Dissemination of news and case studies</p> <p>Project results capitalization, publication, and dissemination</p>	The project values the work of development professionals with advocacy and influencing technical advisors on coastal engineering and looks for collaborative efforts to highlight results and lessons learnt.

## 5 STAKEHOLDER ENGAGEMENT PLAN IMPLEMENTATION

### 5.1 IMPLEMENTING ARRANGEMENTS

The SEP will be aligned with the project implementation arrangements as shown in Figure 1. In recognition of the importance of stakeholder engagement and communication, there will be a dedicated Communications Officer in the PMU.

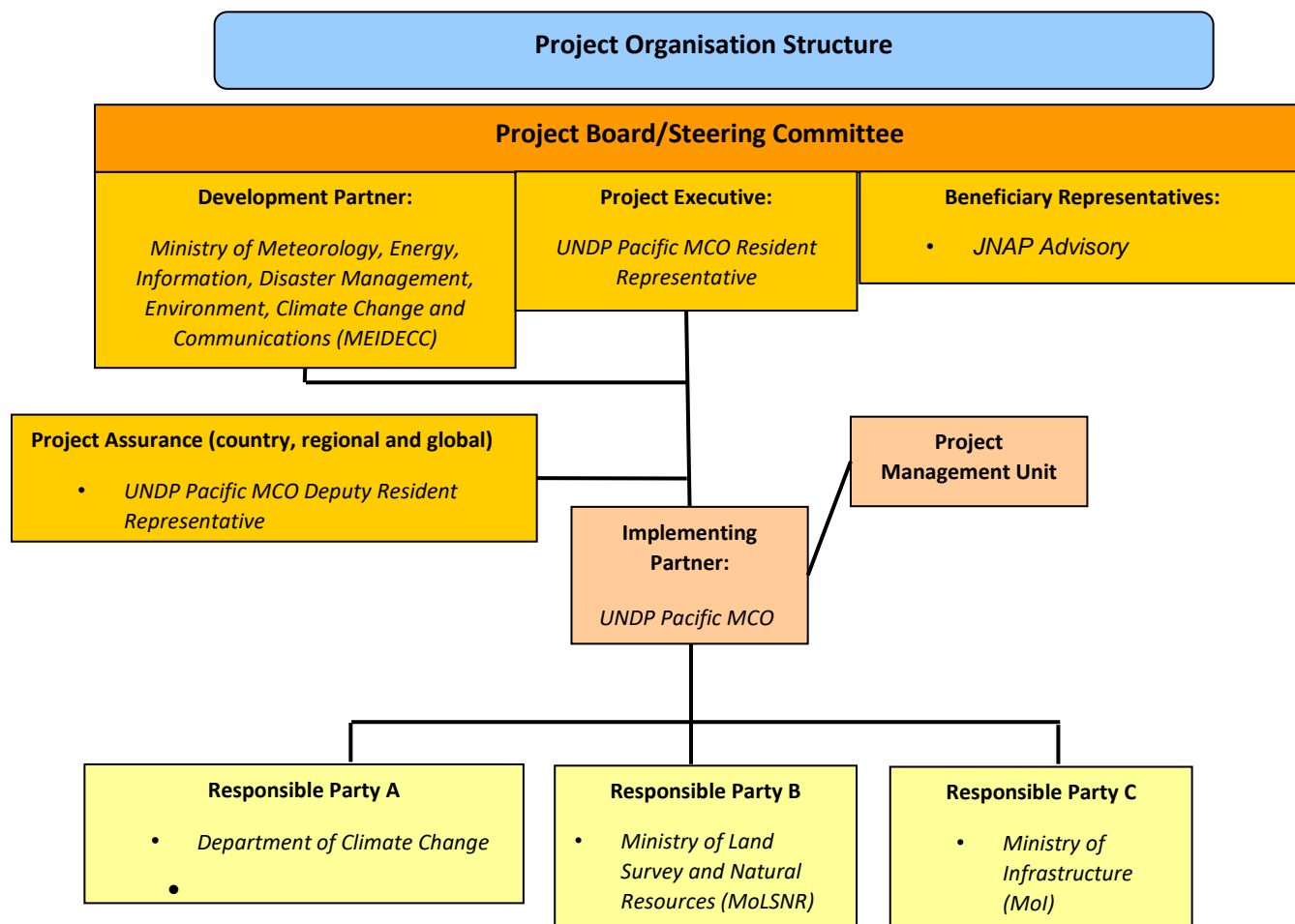


Figure 1 High-level project organisational structure

### 5.2 STAKEHOLDER ENGAGEMENT ACTION PLAN

32. In general, the SEP implementation begins at the inception workshop which will be held at the capital city of Nuku'alofa. Government departments, Nuku'alofa-based Island Development Committees from Ha'apai and Vava'u, Members of Parliaments from these two island groups, NGOs/CSOs and citizens will be invited to the workshop and the focus of the project, the timing of island visits and stakeholder consultations, types and nature of adaptation investments, and expectations from stakeholders engaged will be presented.



33. Workshops and training activities that serve as key avenues for community engagement are shown in Table 4 . Due to the interconnectivity of some of the project activities (especially Output 1 and Activity 2.2), some of the workshops/training will be jointly organized with multiple objectives covering different elements of the project.
34. By no means is Table 4 intended to be an exhaustive list of opportunities for stakeholder engagement. Informal stakeholder engagement will certainly take place at any time as needed, especially as the project implementation architecture includes a full-time, project-financed officer (Junior Climate Change Officer) who will be posted in Tongatapu, offering uninterrupted opportunities for community members to interact with project staff as needed.

### 5.3 PUBLIC CONSULTATION AND ENVIRONMENTAL AND SOCIAL DISCLOSURE

35. The UNDP and MEIDECC will develop and release updates on the project on a regular basis to provide interested stakeholders with information on project status. Updates may be via a range of media eg print, radio, social media or formal reports. A publicized telephone number will be maintained throughout the project to serve as a point of contact for enquiries, concerns, complaints and/or grievances. All material must be published in English and Tongan as appropriate.
36. All enquiries, concerns, complaints and/or grievances will be recorded on a register and the appropriate manager will be informed. Some enquiries, concerns, complaints and/or grievances may require an extended period to address. The complainant(s) will be kept informed of progress towards rectifying the concern. All enquiries, concerns, complaints and/or grievances will be investigated, and a response given to the complainant in a timely manner. A grievance redress mechanism has been developed to address any complaints that may not be able to be resolved quickly.
37. Nominated PMU/contractor staff will be responsible for undertaking a review of all enquiries, concerns, complaints and/or grievances and ensuring progress toward resolution of each matter.

Table 4 Key Stakeholder Workshops and Activities

Activity	Title	Timing	Objective	Location	Stakeholders
1.1	Awareness campaign for resilient, long-term land use plan	Yr 1, 2 & 3	Initial community mobilization, awareness	Tongatapu	Local communities, Town/District Officers, NGOs, MIA
1.1	Agreement of on process for FPIC for solutions, particularly voluntary retreat	Yr 1	Community agreement to engagement platform / representatives and process for developing/agreeing to long-term adaptation plans	Various	Local communities, Town/District Officers, NGOs, MIA
1.2	Community dialogue on long-term adaptation options as part of SESA and FPIC process	Yr 1	Community understanding of potential impacts (particularly displacement) and agreement to process.  Ensuring FPIC process followed	Various	NGOs; communities; MIA
1.2	National consultations with Government, nobles and landowners.	Yr 3, 4 & 5	Inputs from the stakeholders and providing inputs about climate risks	Tongatapu	Government departments, nobles and landowners
1.2	Community dialogue on long-term adaptation plans being developed	Yr 4 & 5	Community inputs to options, review and endorsement of plans being developed.  FPIC for options proposed.	Tongatapu	NGOs, communities, MIA
1.2	National workshops on results	Yr 5 & 6	To present results from the national consultation process	Tongatapu	Community representatives, members of parliament, government staff, nobles, landowners, businesses
2.3	Community awareness campaign	Yr 2	Presentation of project objective in alignment with CDPs	Tongatapu	NGOs; communities; District/Town Officers; MEIDECC; MIA

## Annex VII – Stakeholder Engagement Plan

GREEN CLIMATE FUND FUNDING PROPOSAL

Activity	Title	Timing	Objective	Location	Stakeholders
2.3	Capacity building on vulnerability assessments, gender and adaptation needs assessment	Yr 2, 3, 4, 5 & 6	To build the local technical capacity in the context of CDPs	Tongatapu	Local communities, Town/District Officers, NGOs, MIA
2.3	Capacity meeting on management strengthening for village committees, local government and NGOs/CSOs	Yr 2, 3, 4 & 5	To build the local technical capacity in the context of CDPs	Tongatapu	Local communities, Town/District Officers, NGOs, MIA
2.3	Community consultations for CDP guidelines	Yr 5 & 6	To seek inputs on revising the CDP guideline based on lessons from the project	Tongatapu	Local communities, Town/District Officers, NGOs, MIA
2.3	National event sharing lessons from CDP revision	Yr 6	To disseminate lessons to communities outside of the project target site	Tongatapu	NGOs; communities; District/Town Officers; MEIDECC; MIA
3.1	ESMP community consultations	Continuous	To update ESMP requirements and scope of work; to provide opportunities for community feedback on project implementation especially construction activities	Tongatapu	Local communities, Town/District Officers, Mol
3.1	Site specific assessment	Yr1	Community input and agreement (FPIC) into option selection and the final design.	Hahake (NE TT)	Communities in Hahake; Mol; MIA
3.1	<i>Community O&amp;M consultation</i>	Yr 1, 2 & 3	Assignment of responsibilities for O&M	Hahake	Communities in Hahake; Mol; MIA
3.1	<i>Technical Evaluation</i>	Yr 6	Community input in impact evaluation	Hahake	Communities in Hahake: Mol
3.2	<i>Production of publication on lessons learned</i>	Yr 5	Community inputs on lessons learned	Tongatapu	NGOs; communities

### 5.3.1 Disclosure

38. Disclosure of relevant project information helps stakeholders effectively participate. The UNDP will disclose information in a timely manner, that is accessible and culturally appropriate, placing due attention to the specific needs of community groups that may be affected by project implementation (such as literacy, gender, differences in language or accessibility of technical information or connectivity).
39. UNDP has a Transparency Portal to publicly disclose projects' documentation related to environmental and social safeguards (eg environmental and social analyses, ESIA's, ESMFs and ESMPs, indigenous peoples and social inclusion plans and other relevant documents. The website is: <https://open.undp.org/>

## 6 GRIEVANCE REDRESS

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40. As noted earlier, UNDP and GCF both have policies of information disclosure and transparency, this includes ensuring that stakeholders who may be adversely affected by the project can communicate their concerns and grievances. In line with these policies, a project specific Grievance Redress Mechanism (GRM) has been developed (Appendix 2).
41. During implementation, and particularly construction phases of any project, a person or group of people can be adversely affected, directly or indirectly due to the project activities. The grievances that may arise can be related to social issues such as eligibility criteria and entitlements, disruption of services, temporary or permanent loss of livelihoods and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, decrease in quality or quantity of private/ public surface/ ground water resources during irrigation rehabilitation, damage to home gardens and agricultural lands, etc.
42. The Grievance Redress Mechanism is for people seeking satisfactory resolution of their complaints on the environmental and social performance of the project.
43. Special attention will be placed on ensuring that grievances related to gender issues, such as harassment, will be catered for, and that the grievance process will be designed in such a way that it facilitates access for women.
44. In addition to the project-level and national grievance redress mechanisms, complainants have the option to access two additional independent grievance mechanisms:
  - UNDP Stakeholder Response Mechanism - [www.undp.org/secu-srm](http://www.undp.org/secu-srm)
  - GCF Independent Redress Mechanism - <https://irm.greenclimate.fund>

## 7 MONITORING AND REPORTING

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45. The PMU will monitor the impacts of stakeholder engagement activities. Stakeholder engagement will form a regular agenda item at PMU meetings. Issues and risks identified will be recorded in the project Risk Register for ongoing monitoring and/or actioning as appropriate.
46. A summary of all stakeholder engagement activities will be collated and made available to the public e.g., in Annual Project Implementation Report. The summary will contain the following information as a minimum:
  - Stakeholder engagement activities implemented
  - Dates and venues of engagement activities
  - Information shared with stakeholders

- Outputs including issues addressed.
- Outcomes of sharing sessions, consultations or responses to issues raised will be reported back to communities e.g., via the project website, newsletters, radio program, visits, meetings, etc.
- The Stakeholder Engagement Plan will be monitored, reviewed at least annually and updated as required.
- The Annual Performance Report will include a section on Stakeholder Engagement.

# Appendix 1 – FPIC Process

## INTRODUCTION

Free Prior Informed Consent (FPIC) is a decision-making process without pressure and intimidation (free), which is performed before the activity that affects the community is undertaken (prior), with the possession of full and accurate knowledge about the activity and its impact on the community (informed), so that the community can either provide or withhold its permission over the activity (consent).

It has been determined that FPIC will be required for Outputs 1 (Activities 1.1 and 1.2) and 3 (Activity 3.1), therefore the following process must be applied to those Outputs.

## STEPS FOR ACHIEVING FPIC

The FPIC process should follow the six steps summarised in Figure A1.



Figure A-1: Steps for the FPIC process.

### STEP 1 - SCOPING

- a) Identify indigenous peoples and local communities with potential interests in the land or resources that they who may be impacted by the proposed activity.
- b) Identify any rights, claims, or interests of these communities to land or resources in or adjacent to the site(s) or area(s) of the proposed activity.
- c) Identify any sites, resources, habitats, and landscapes of global or national cultural, archaeological or historical significance, and/or of critical cultural, ecological, economic, or religious/sacred importance for the traditional cultures of local communities or indigenous peoples which may be impacted by the proposed activity, project, or expansion. These sites should be identified through engagement with these local communities.
- d) Identify whether the proposed activity, project, or expansion may diminish the rights, claims, or interests identified in Steps 1 – b and c. This is the case in circumstances including, but not limited to, the following:
  - Land currently used by communities, or members of a community, for primary subsistence activities would no longer be available to these people for these activities.
  - Communities, or members of a community, would cease to have access, or would have diminished access, to natural resources used for local consumption or subsistence.

- Communities, or members of a community, would cease to have access, or would have diminished access, to sites with religious/sacred or cultural importance.
- The sites, resources, habitats, and landscapes of global or national cultural, archaeological or historical significance, and/or of critical cultural, ecological, economic, or religious/sacred importance for the traditional cultures of local communities must be identified through engagement with these local communities.

## STEP 2 – PLANNING, RESEARCH AND ASSESSMENT

- a) Conduct participatory mapping of land and natural resource use.
- b) Assess potential impacts (positive and negative) of the project.
- c) Involve independent parties to support the mapping and assessment process. Communities have the right to choose an independent party that can support them in the FPIC process. These independent parties could include local NGOs. Independent parties should also be involved in the FPIC process to act as an impartial verifier of compliance with the steps and agreements of the FPIC process.
- d) Re-define and revise the project, if necessary, to address potential impacts relative to the rights of indigenous peoples and local communities.

## STEP 3 - CONSULTATION

- a) Provide community representatives with a description of project activities, benefits, and impacts, presented in an accessible and appropriate way to community representatives' education levels and to the cultural context.
- b) Allow time for the community to consult internally regarding the acceptability of the proposed project.
- c) Consult the community to determine if they will agree to the project (STOP / GO decision), and under what conditions.
- d) Re-define and revise the project, if necessary, to address the concerns raised by the community during the consultation.

## STEP 4 - NEGOTIATION

- a) If the community is amenable to the project, negotiate terms of agreement for proceeding, including provisions such as continued access to the affected lands and resources, just and fair compensation for loss of use of land and resources, commensurate with such loss, and/or an equitable share in the project benefits.
- b) Facilitate access to legal advice for communities to support them in the negotiation process if necessary. Legal advice and access to independent parties should be available to communities throughout the FPIC process, but especially in the negotiation phase.

Develop a plan for participatory monitoring and conflict resolution, which includes an agreed mechanism for the community and its members to raise grievances and have these grievances duly considered and resolved.

## STEP 5 - AGREEMENT

- a) At the end of the consultation and negotiation process, agree clearly with community representatives whether they accept the proposed activity, project, or expansion (STOP / GO decision) and the conditions that must be met for their agreement.
- b) Finalize the agreement, including all the agreed conditions, and secure endorsement from any other relevant stakeholders, such as the local authorities, as necessary. See below for recommended elements in an agreement.

## STEP 6 - IMPLEMENTATION

- a) Implement the agreement, including the agreed-upon forms of compensation, benefit sharing, and/or continued access or other conditions (as applicable).
- b) Implement the participatory monitoring and conflict resolution (GRM) plan.

## ELEMENTS OF AN AGREEMENT

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As a best practice, agreements should include the following elements:

- Summary of program, project, and/or activity information (location, duration, area of influence, objectives, and impacts).
- Clear signatory parties or an alternative customary binding practice that will be used to finalize the agreement, indicating the chosen representatives, their role in the community, how they were chosen, and their responsibility and role as representatives.
- Whether any ownership, titles, or use rights change and how, including whether any constituents will exchange their rights or titles for compensation and how negative impacts will be avoided, mitigated, or compensated.
- Mutually agreed upon, substantive evidence of consent (e.g., written documentation, observed verbal commitment, recordings, or photographs [only if participants have given consent], third-party interviews when customary processes are used).
- Communication arrangements:
  - The best way to communicate with the representatives includes consideration of the language spoken, the level of literacy, and cultural considerations and etiquette to be followed when communicating with leaders, elders, or spiritual/religious figures.
  - How the representatives will ensure that they speak for the community as a whole, taking into consideration marginalized groups such as women, youth, the elderly, or individuals with disabilities.
  - How the dialogue will be shared with constituents and how their inputs will be solicited for decision making.
  - How disputes will be resolved.
- Agreed feedback, a complaints mechanism, and provision of access to a remedy (if the project GRM needs to be modified, then it should be so).



- A monitoring (for compliance with the agreement) and evaluation plan, including community participation and feedback.
- Terms for revision, including a means to revisit and/or revise as the program or project progresses.
- Terms for the withdrawal of consent.
- Independent verification provisions (e.g., verification of the process used to reach the negotiated agreement and/or continuous monitoring of the agreement).

# Appendix 2

## Grievance Redress Mechanism

### INTRODUCTION

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During the construction and implementation phases of any project, a person or group of people can be adversely affected, directly or indirectly due to the project activities. The grievances that may arise can be related to social issues such as eligibility criteria and entitlements, disruption of services, temporary or permanent loss of livelihoods and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, decrease in quality or quantity of private/ public surface/ ground water resources during irrigation rehabilitation, damage to home gardens and agricultural lands etc.

Should such a situation arise, there must be a mechanism through which affected parties can resolve such issues in a cordial manner with the project personnel in an efficient, unbiased, transparent, timely and cost-effective manner.

The project allows those that have a complaint and/or grievance or that feel aggrieved by the project to be able to communicate their concerns and/or grievances through an appropriate process.

While recognising that many complaints and/or grievances may be resolved immediately, the Grievance Redress Mechanism encourages mutually acceptable resolution of issues as they arise. The process has been designed to:

- be a legitimate process that allows for trust to be built between stakeholder groups and assures stakeholders that their concerns will be assessed in a fair and transparent manner;
- allow simple and streamlined access to the Complaints Register and Grievance Redress Mechanism for all stakeholders and provide adequate assistance for those that may have faced barriers in the past to be able to raise their concerns;
- provide clear and known procedures for each stage of the Grievance Redress Mechanism process, and provides clarity on the types of outcomes available to individuals and groups;
- ensure equitable treatment to all concerned and aggrieved individuals and groups through a consistent, formal approach that, is fair, informed, and respectful to a concern, complaint and/or grievance;
- to provide a transparent approach, by keeping any aggrieved individual/group informed of the progress of their complaint and/or grievance, the information that was used when assessing their complaint and/or grievance and information about the mechanisms that will be used to address it; and
- enable continuous learning and improvements to the Grievance Redress Mechanism. Through continued assessment, the learnings may reduce potential complaints and grievances.

Eligibility criteria for the Grievance Redress Mechanism include:

- Perceived negative economic, social, or environmental impact on an individual and/or group, or concern about the potential to cause an impact;
- clearly specified kind of impact that has occurred or has the potential to occur; and explanation of how the project caused or may cause such impact; and

- individual and/or group filing of a complaint and/or grievance is impacted, or at risk of being impacted; or the individual and/or group filing a complaint and/or grievance demonstrates that it has authority from an individual and or group that have been or may potentially be impacted on to represent their interest.

Local communities and other interested stakeholders may always raise a complaint and/or grievance to the MEIDECC. Affected local communities should be informed about the grievance mechanism and how to make a complaint and/or grievance.

## COMPLAINTS REGISTER

Where there is a community issue raised, the following information will be recorded:

- time, date and nature of enquiry, concern, complaints and/or grievances
- type of communication (e.g. telephone, letter, personal contact)
- name, contact address and contact number
- response and investigation undertaken because of the enquiry, concern, complaint and/or grievance
- actions taken and name of the person taking action.

A complaints register will be established as part of the project to record any concerns raised by the community during construction. Any complaint and/or grievance will be advised to the UNDP and MEIDECC within 24 hours of receiving the complaint and/or grievance. The complaint and/or grievance will be screened. Following the screening, complaints and/or grievances regarding corrupt practices will be referred to the UNDP for commentary and/or advice along with the MEIDECC.

Wherever possible, the project team will seek to resolve the complaint and/or grievance as soon as possible, and thus avoid escalation of issues. However, where a complaint and/or grievance cannot be readily resolved, then it must be escalated.

## GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism has been designed to be problem-solving mechanism with voluntary good-faith efforts. The Grievance Redress Mechanism is not a substitute for the legal process. The Grievance Redress Mechanism will be as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must always act in good faith and should not attempt to delay and or hinder any mutually acceptable resolution.

To ensure smooth implementation of the Project and timely and effectively addressing of problems that may be encountered during implementation, a robust Grievance Redress Mechanism, which will enable to the Project Authorities to address the grievances of the stakeholders of the Project has been established.

All complaints regarding social and environmental issues can be received either orally (to the field staff and/or MEIDECC), by phone, in the complaints box or in writing to the UNDP, PMU or the Construction Contractor. A key part of the grievance redress mechanism is the requirement for the PMU and

construction contractor to maintain a register of complaints received at the respective project site offices. All complainants shall be treated respectfully, politely and with sensitivity. Every possible effort should be made by the PMU and construction contractor to resolve the issues referred to in the complaint within their purview. However, there may be certain problems that are more complex and cannot be solved through project-level mechanisms. Such complaints will be referred to the Grievance Redress Committee.

The Grievance Redress Mechanism has been designed to ensure that an individual and/or group are not financially impacted by the process of making a complaint and/or grievances. The Grievance Redress Mechanism will cover any reasonable costs in engaging a suitably qualified person to assist in the preparation of a legitimate complaint and/or grievance. Where a complaint and/or grievance is seen to be ineligible, the Grievance Redress Mechanism will not cover these costs.

Information about the Grievance Redress Mechanism and how to make a complaint and/or grievance must be placed at prominent places for the information of the key stakeholders.

The Communications Officer in the PMU or a designated person from the PMU will be designated as the key officer in charge of the Grievance Redress Mechanism. The Terms of Reference for these positions (as amended from time to time) will have the following key responsibilities:

- coordinate formation of Grievance Redress Committees before the commencement of constructions to resolve issues
- act as the focal point at the PMU on Grievance Redress issues and facilitate the resolution of issues within the PMU
- create awareness of the Grievance Redress Mechanism amongst all the stakeholders through public awareness campaigns
- assist in redress of all grievances by coordinating with the concerned parties
- maintain information on grievances and redress
- monitor the activities of MEIDECC on grievances issues
- prepare the progress for monthly/quarterly reports.

A two-tier Grievance Redress Mechanism structure has been developed to address all complaints and/or grievances in the project. The first tier redress mechanism involves the receipt of a complaint and/or grievance at the village/town and/or district level. The stakeholders are informed of various points of making complaints and/or grievances (if any) and the District/Town Officer or the Communications Officer from the PMU collect the complaint and/or grievances from these points on a regular basis and record them. This is followed by coordinating with the concerned people to redress the grievances. The Communications Officer of the PMU will coordinate the activities at the respective district and/or village level to address the grievances and would act as the focal point in this regard. The District/Town Officer or any officer given the responsibility of this would coordinate with the Communications Officer and MEIDECC in redressing the grievances. The designated officer of the Local Authorities is provided with sufficient training in the procedure of redress to continue such systems in future.

The grievance must be made orally (to the field staff) or in writing to the UNDP, Communications Officer, Safeguards Officer, MEIDECC or the Construction Contractor. Complainants may specifically

contact the Communication Officer and request confidentiality if they have concerns about retaliation. In cases where confidentiality is requested (i.e. not revealing the complainant's identity to UNDP, MEIDECC and/or the Construction Contractor). In these cases, the Communication Officer will review the grievances, discuss it with the complainant, and determine how best to engage project executing entities while preserving confidentiality for the complainant.

As soon as a complaint and/or grievance is received, the Communication Officer would issue an acknowledgement. The District/Town Officer receiving the complaint and/or grievance should try to obtain relevant basic information regarding the grievance and the complainant and will immediately inform the Communication Officer in the PMU.

The PMU will maintain a Complaint/Grievance Redress register at the District Level. Keeping records collected from relevant bodies is the responsibility of PMU.

### GRM Process

After registering the complaint and/or grievance, the Communication Officer will study the complaint and/or grievance made in detail and forward the complaint and/or grievance to the concerned officer with specific dates for replying and redressing the same.

### GBV/SEAH Related Complaints

For GBV/SEAH related complaints, a victim-centred approach is to be taken. The victim-centred approach puts the rights and dignity of victims, including their well-being and safety, at the forefront of all efforts to prevent and respond to sexual exploitation and abuse and sexual harassment, regardless of the affiliation of the alleged perpetrator.

The victim-centred approach is founded on the rights of victims and a set of guiding principles. It refers to a systematic way of engaging with victim(s), from the moment that allegations are known and in every subsequent interaction. It requires the empathetic, individualized, holistic delivery of continuous and reliable services in a non-judgmental and non-discriminatory manner.

The priority is creating an enabling environment in which victims can speak to someone they can trust, safely and confidentially, that they will be listened to and heard, feel supported and empowered, and that they can express their needs and wishes.

Victims must be fully informed at every stage of the process, including about what they can expect and what is and is not possible, and to have the opportunity to provide consent before any action is taken on their behalf, giving them back as much control and sense of personal agency as is feasible. They must be protected from stigmatization, discrimination, retaliation and re-traumatization.

Core elements of the victim-centred approach include<sup>2</sup>:

- Give Control
- Clarify issues of privacy and confidentiality
- Ask and listen, without judgement
- Keep victim-survivor informed throughout any process and before any action
- Protect / ensure safety

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<sup>2</sup> UN Women (2019) What will it take? Promoting cultural change to end sexual harassment.

- Have procedures and regulations to ensure timeliness in communications and investigations, if any
- Regulate for and ensure equal treatment of victim and alleged perpetrator during any process, including investigation
- Have a range of administrative actions ready as response, use swiftly as appropriate with victim preference taken into account
- Assume neither guilt nor innocence: start from the possibility that what the victim is reporting may indeed have happened.

In the event that the complaint relates to GBV/SEAH, the Communications Officer would notify a nominated SEAH focal point who are informed of all GBV services/referral focal points for their community and how to access them. The SEAH focal point will help reduce risk of exposure of GBV survivors and reduce undermining confidence. The SEAH focal point will assist SEAH survivors by referring them to GBV service provider/s for support immediately after receiving a complaint directly from the survivor. Information in the GRM will remain confidential and the complaint will not be managed by the mainstream GRM process (see below) – for SEAH complaints, the GRM will serve primarily to: a) refer complainants to the GBV/SEAH service provider; and b) record resolution of the complaint.

#### *Other Complaints*

The Communication Officer will hold meetings with the affected persons / complainant and then attempt to find a solution to the complaint and/or grievance received. If necessary, meetings will be held with the concerned affected persons / complainant and the concerned officer to find a solution to the problem and develop plans to redress the grievance. The deliberations of the meetings and decisions taken are recorded. All meetings in connection with the Grievance Redress Mechanism, including the meetings of the Grievance Redress Committee, must be recorded. The Communication Officer for the Grievances Redress Mechanism will be actively involved in all activities.

The first-tier Grievances Redress Committee would be formed to oversee all the grievances EXCEPT for grievances related to:

- Compensation for acquired land
- Issue relating to engineering aspect
- Cases pending in court.

A Village/Town Level Project Implementation Committee would be formed to oversee the first tier of the Grievance Redress Mechanism. The Village/Town Level Project Implementation Committee would include:

- District Officer
- Town Officer from specific village/town/island
- Women Representative from the village/island
- Youth Representative from the village/island
- Director for Climate Change
- Project Manager. (Secretariat).

The resolution at the first tier will normally be completed within 15 working days and the complaint and/or grievance will be notified of the proposed response through a disclosure form. The resolution process should comply with the requirements of the Grievance Redress Mechanism in that it should, as far as practicable, be informal with all parties acting in good faith. Further, the Grievance Redress Mechanism should, as far as practicable, achieve mutually acceptable outcomes for all parties.

Should the grievance be not resolved within this period to the satisfaction of the complainant, the grievance will be referred to the next level of Grievance Redress Mechanism. If the social safeguard and gender officer feels that adequate solutions can be established within the next five working days, the District Officer/ Governor can decide on retaining the issue at the first level by informing the complainant accordingly. However, if the complainant requests for an immediate transfer to the next level, the matter must be referred to the next tier. In any case, where the issue is not addressed within 20 working days, the matter is referred to the next level.

Any grievance related to corruption, or any unethical practice should be referred immediately to the Tongan Office of the Attorney General, and/or the Tonga Office of the Commissioner for Public Relations and the Office of Audit and Investigation within the UNDP in New York.

The Grievance Redress Committee formed at every Island level would address the grievance in the second tier. A Grievance Redress Committee will be constituted on the Island by the circulars issued by the CEO of the MEIDECC, who would also be the Chairman of the Committee.

The Structure of the committee would be:

- CEO or a designated officer from MEIDECC (Chair)
- Director, Civil Society Forum of Tonga
- CEO of the Ministry of Internal Affairs
- CEO of the Ministry of Lands and Natural Resources
- CEO of the Ministry of Infrastructure
- CEO of the Department of Fisheries
- National Project Director
- Project Manager (Secretariat)
- Communication Officer.

The Communication Officer from the PMU will respective Director for Local Government in the Ministry of Internal Affairs and Director of Climate Change in MEIDECC, in getting these Committees constituted for each District/Town and Island levels and get the necessary circulars issued in this regard so that they can be convened whenever required.

The Terms of Reference and responsibilities for the Grievance Redress Committee are:

- providing support to the affected persons in solving their problems
- prioritize grievances and resolve them at the earliest
- provide information to the PMU and MEIDECC on serious cases at the earliest opportunity

- coordinate with the aggrieved person/group and obtain proper and timely information on the solution worked out for his/her grievance
- study the normally occurring grievances and advise PMU, National and District Steering Committee on remedial actions to avoid further occurrences.

The Grievance Redress Committee will hold the necessary meetings with the aggrieved party/complainant and the concerned officer and attempt to find a solution acceptable at all levels. The Communications Officer and/or a delegate would record the minutes of the Grievance Redress Committee meeting.

Grievance Redress Committee through the Communications Officer and/or a delegate will communicate proposed responses to the complainant formally. If the proposed response satisfies the complainant, the response will be implemented and the complaint and/or grievance closed. In cases where a proposed response is unsatisfactory to the complainant, the Grievance Redress Committee may choose to revise the proposed response to meet the complainant's remaining concerns, or to indicate to the complainant that no other response appears feasible to the Grievance Redress Committee. The complainant may decide to take a legal or any other recourse if s/he is not satisfied with the resolutions due to the deliberations of the three tiers of the grievance redress mechanism.

#### Disclosure of GRM and its operations

Stakeholders, including local communities, will be advised of the existence of the GRM and its operation. This shall be done via several mechanisms:

- During stakeholder meetings and workshops.
- A one-page brochure, clearly outlining the existence of the GRM, the processes included and the contact details of the project community focal point/administration officer.
- Public notice boards.
- project website, newsletters, and social media feeds.

Bi-annually, the GRFP will make available to the public, a report describing the operation of the GRM, listing the number and nature of the Grievances received and processed in the past six months, a date and description of the Grievances received, resolutions, referrals and ongoing efforts at resolution, and status of implementation of ongoing resolutions. The level of detail provided with regard to any individual Grievance will depend on the sensitivity of the issues and Stakeholder concerns about confidentiality, while providing appropriate transparency about the activities of the GRM. The report will also highlight key trends in emerging conflicts, Grievances, and dispute resolution, and make recommendations regarding:

- measures that can be taken by the Government to avoid future harms and Grievances; and
- improvements to the GRM that would enhance its effectiveness, accessibility, predictability, transparency, legitimacy, credibility, and capacity.



### Resolution

Once a grievance has been addressed and the party that filed the grievance has accepted the solution, an agreement should be signed by all involved parties. Records of all grievances made and addressed should be preserved to ensure continued compliance and a transparent grievance review mechanism.

### Without Prejudice

The existence and use of this GRM is without prejudice to any existing rights under any other complaint mechanisms that an individual or group of individuals may otherwise have access to under national or international law or the rules and regulations of other institutions, agencies, or commissions.

**GRM ANNEXURE ONE: Grievance Registration and Monitoring Form**

<b>Complainant Information (Person Reporting)</b>						
Name:				Gender:		
Address:				Telephone:		
National ID:				Email:		
Type of complainant:						
Affected person/s	Intermediary (on behalf of the AP)	Civil organization	Service organization	Others (specify)		
Registration (assigned):						
<b>Complaint Details</b>						
Mode of receiving the grievance:						
Letter	Phone call	Fax	Email	Verbal complaint	Suggestion box	Others (specify)
Location of the problem/issue specified in the complaint:						
<b>Type of problem/grievance:</b>						
Construction	Compensation/payment	Revegetation	Access	Social nuisance	Other (specify)	
Short description of the problem:						
Short description of the factors causing the problem:						

Person/agency responsible for causing the problem:						
Project	Affected parties	Service delivery agencies	Local political authority	Civil organizations	Funding agencies	Others (specify):
Past action/s taken by the complainant (if any):						
<b>Details of the focal point that received the complaint:</b>						
Name of the person who received the complaint:			Position:			
Name of the receiving office:			Date:			
<b>Actions taken by the Receiving Office</b>						
	Short Description			Name of Action Officer		Date
Action 1						
Action 2						
Action 3						
Final Resolution						
Signature:					Date:	

## GRM Annexure 2: Close-Out Template

As per the GRM process, following completion of the agreed corrective action/s, a complaint can be closed. Acknowledgement from the complainant that appropriate actions have been undertaken and that complaint can be closed should be obtained. The template below can be used to record complainant agreement.

*Insert project office address*

Date: *(insert date)*

### RE: RESOLUTION OF GRIEVANCE RELATED TO THE BIOSPHERE RESERVES PROJECT

Dear *(insert name of complainant/s here)*

In response to your complaint of *(insert date of complaint registration)* regarding *(insert subject of complaint and GRM registration reference)* we wish to confirm that the following actions were undertaken:

- *(Insert summary of the actions taken and the outcomes achieved)*
- *(provide as much information as required to demonstrate that resolution has been achieved)*
- *(this information should be available from the GR Registering and Monitoring Form)*

To close out this matter, we request that you sign and return the acknowledgement below. We thank you for your participation and continued interest in the project.

Regards

*(insert name)*

Project Manager

### Acknowledgement

I, the undersigned, acknowledge that the above actions have been undertaken and that all reasonable efforts have been made to address my complaint.

Name: .....

Signature: .....Date: .....

