

# GRM Customization template

3-Mars-2023

## 1. Project Information:

Project Name:	
Country:	
Project Development objectives:	
Will you be using this app to track feedback on one project or multiple projects? (If yes, please list other projects.)	
Is this a community-driven development (CDD) project? (Y/N)	

## 2. Uptake Information:

The digital GRM supports uptake:

1. directly from citizens using a smartphone to file on their own behalf
2. indirectly, with the help of friends or relatives using their own smartphones
3. indirectly, through focal points or facilitators using smartphones issued to them
4. through third party data entry

Please answer the questions below to better define the uptake process.

Does your project have a grievance coordinator(s) (i.e., individuals who edit, correct, code and route issues)?	
Does your project have dedicated focal points? (i.e., - an individual/volunteer tasked with collecting grievances or feedback at the community level. Focal points may belong to local GRCs.)	
If your project has focal points, how many focal points per community?	
Does your project have dedicated facilitators?	
If your project has facilitators, how many villages [district] does each facilitator cover?	
Do multiple facilitators cover the same village [district]?	
Does the project have a call center or support number for feedback?	
Please list other ways in which you expect to receive feedback or reports? (Examples: suggestion boxes, verbal comments, emails, letters.)	

### 3. Administrative Structure and Units:

#### **ADMINISTRATIVE LEVELS**

List levels of project management and issue resolution below. These are governmental and community units, not WBG staff or units. Please mark Y or N to indicate if there is a dedicated unit, such as a Grievance Redress Committee, focused on handling issues reported through the GRM.

*Note: ADM0 is always national government level. The most local, community, is typically ADM4 or ADM5. Most countries don't need ADM5, so that level can be left blank.*

<b>Level</b>	<b>Level Name</b>	<b>Is there a dedicated unit to handle grievances (Y/N)?</b>
ADM0 (highest)		
ADM1		
ADM2		
ADM3		
ADM4		
ADM5 ( <i>if necessary</i> )		

### 3. Administrative Structure and Units (continued):

<b>ADMINISTRATIVE ROLES</b>		
List the key users/roles at each administrative level and titles. Number of people, list each role on a line (include who chairs and who is secretarial function)		
<b>Level</b>	<b>Member Titles</b>	<b>Notes</b>
ADM0		
ADM1		
ADM2		
ADM3		
ADM4		

#### 4. Administrative Roles:

- a) *Uptake - Collects issues through different methods (examples: talking with citizens, at village meetings, Letter box).*
  - b) *Data Entry - Submits issues to the system, through the app or the web dashboard.*
  - c) *Review - Review issues to ensure they are properly classified and tagged.*
  - d) *Assignment - Assigns submitted issues to the resolution person.*
  - e) *Investigate and Resolve – Records details, actions, and conversations leading to resolution. Records Resolution and summary of resolution.*
  - f) *Feedback – Rates satisfaction with the process and gives feedback on the grievance resolution (Example: Accept, Reject, Reject and Appeal)*
  - g) *Supervise – Managers who supervise GRC and the overall GRM process. Supervisors can resolve, re-assign, and comment on issues.*

List the role described above and mark the duties they will fulfill with an 'x'. Add more rows as needed. Duties (a – g) are described in more detail on the next page.

Role Name	Responsibilities description	a-Uptake	b-Data Entry	c-Review	d-Assignment	e-Investigate and Resolve	f-Feedback	g-Supervise	Administrative Level
		X	X			X	X	X	
				X	X	X	X	X	

## 5. Types of Issues:

Four issue types come standard with the system. Please make a note of how you would like the categories to be presented on the app and add any other notes or descriptions. If you need additional categories, please add rows to the tables and describe the categories in detail in the “Comments or Notes” column.

<b>Standard Categories</b>	<b>Include in GRM? (Y/N)</b>	<b>Name of the Category on the App Interface</b>	<b>Comments or notes</b>
Complaint			
Appreciation			
Question			
Suggestion or Feedback			

## 6. Typology and Routing of Issues:

Issues and Feedback in the digital GRM can be categorized according to your project's purposes. These codes are used to route issues to the appropriate agency or staff and to determine privacy settings. For example, corruption and gender-based violence grievances should be immediately protected from public knowledge and assigned to a higher level of investigation.

Describe the categorization of issues and the unit or individual who should be assigned to after uptake.

<b>Category Name</b>	<b>Assigned to Administrative Level</b>	<b>Assigned to Department/Unit</b>	<b>Assigned to Specific Roles (optional)</b>

## 7a. Issue Resolution Process:

The digital GRM allows teams to set deadlines for responding to or resolving issues. These deadlines are used to remind people about overdue issues, allow for management of workflow, and measure performance. Typically, deadlines are set at the administrative level, as reflected in the table below. Please fill in the number of business days (non-weekend or holidays) in which issues should be resolved.

Some projects elect to automatically escalate issues if a deadline has passed. If that is true for this project, please fill out question II as well.

*If you want to set deadlines for types of issues, please use the table in section 7b.*

*If you have a different method of handling deadlines, please describe it below the table on this page.*

I. Deadline: In how many <b>business</b> days do you require issues to be resolved at each administrative level?	Level	Time to resolve (as number of <b>business</b> days)	
	ADM0		
	ADM1		
	ADM2		
	ADM3		
	ADM4		
II. Are there automatic escalations when the deadline expires?	Level	Auto-escalate? (Y/N)	If Yes, Escalate to what unit or individual?
	ADM0		
	ADM1		
	ADM2		
	ADM3		
	ADM4		

## 7b. Issue Resolution Process – deadlines by issue type:

If the project team or government requires that certain *types* of issues should be resolved within certain time periods, please indicate that below. Note that this is optional – some project will rely solely on administrative levels (as described in 7a) for deadlines.

Category Name	Number of Business days to resolve	Auto-escalate (Y/N)?	Escalate to whom after deadline passes
<u>Example:</u> Issues with local contractors			
<u>Example:</u> Corruption			
<u>Example:</u> Gender-based violence			
<u>Example:</u> Violation of Project Rules			

## 8. Resolution Appeal Process:

Is there an appeal process (Y/N)?	
If yes, what administrative level or unit is it routed to?	
If yes, what specific group, or individual is the issue assigned to?	
In the system, citizens can accept or reject a resolution, with the opportunity to appeal. The system will ask for a reason and mark the case as "Under Appeal" until it is resolved. Are there any additional steps in your process?	
Can a case be referred outside of the PIU? If Yes, please mark all that apply.	Court:
	Arbitration:
	Mediation:
	Other (please describe):

## 9. Citizen

<p>Please note that, in some countries, collecting personal data about citizens is either illegal or discouraged. Please review government policies or regulations before answering these questions. If there is a prohibition against collecting certain types of data, please note it in the table.</p>	
What age groupings do you want to use?	Default age ranges are below, please change as needed: 16 – 65+
Do you wish to capture religious affiliations as part of the process (Y/N)?	
If "Yes", What religious affiliations would you like to record?	
Do you wish to capture information about ethnicities as part of the process (Y/N)?	N/A
If "Yes", What Ethnicities would you like to record?	N/A
What occupations would you like to record (leave blank if none)?	

Is there another category of information you would like to collect about people providing feedback?	Yes
If yes, please describe the category and values you would like to record.	Gender Female Male

## 10. Detailed Project Information

Do you wish to track grievances by sub-project or types of investments? (Y/N) If yes, please list them.	
Do you want to track feedback/grievance by components or sub-components? If yes, please list them.	

## 11. Protecting Privacy and Confidentiality

<p>Please provide documents explaining government policies on digital privacy and record-keeping, including privacy, handling of information about minors, getting consent, hosting requirements, security, preservation and archiving of records. However, data may be aggregated, in which case hidden fields are not needed.</p>		
Will you be publishing public reports based on data in the GRM?		
If yes, how often will you be issuing reports?		
Will you be publishing aggregated reports?		
Will you be publishing, or making public, lists of individual issues?		
The system provides the ability to hide sensitive information in individual issue records – from users who are not directly assigned an issue or from public records. Please mark fields you wish to hide and add any other information that should not be shared publicly.	Age	
	Name	
	Gender	
	Religious Affiliation	
	Ethnicity	<b>N/A</b>
	Location	
	Others, please list:	
Are there regulations that require the use of government or dedicated servers for data storage? (Y/N). If yes, please describe.	Y Citizen information needs to be hosted locally(In Rwanda)	

## 12. MIS & Technology

To support deployment, the team needs to collect relevant information about technology systems and equipment to be used. This can be extensive and often requires some conversation or research, so this might be a separate meeting and require the participation of IT staff or consultants.

User Equipment and information	
Will facilitators, focal points, GRC members, or government staff be using their own devices or will the project issue them?	<b>Their own</b>
For people working in the field, what kinds of devices will they have? Please provide device type (e.g. smartphone, tablet) and operating system (e.g., Android, iOS, etc.)	<b>Smartphone (IOS and Android)</b>
For people working in offices or meetings, what kind of equipment will they have? Please provide device type (tablet, laptop, desktop) and operating system (Windows, Linux, ChromeBook, macOS).	Smartphone, Laptop. (Windows, Android)
What browsers are people using in the government units (please include version number)?	Chrome, Mozilla Firefox, Internet explorer
Will people be using cellular service? If so, which ones? Please describe the plans and how costs are managed.	
System Description	
Please describe the government's current cloud system. If there are multiple locations or services, please list them here.	

Please describe the government's IT team including consultants.	
Please list other systems that the GRM will integrate with.	
Please list any existing datasets that might be used with the GRM data.	
<b>Miscellaneous</b>	
Choose handling of numbers:	<input checked="" type="checkbox"/> <b>##,###.##</b> <input type="checkbox"/> <b>##.###,##</b>