

KINGDOM OF CAMBODIA

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MINISTRY OF ECONOMY AND FINANCE

Program Management Office (PMO)

Climate Resilient Rice Commercialization Sector Development Program (Rice-SDP)

ADB Loans 3006/3007/8271 & Grants 0349/0350

Complaints Handling Mechanism

Background

The Accountability Mechanism, Appendix XI of the Project Administration Manual, calls for the establishment of a well-defined complaints and remedies mechanism as an important part of project governance monitoring framework. The Complaints Handling Mechanism (CHM), once put in place is envisioned to improve transparency and accountability through enhanced public disclosure and strengthened procurement and financial management. The CHM is designed to strengthen Rice-SDP's management objectives of effective and efficient project implementation and good governance.

The steps on how to file complaints, how complaints are received, processed, and adjudicated throughout the project implementation duration are enumerated below for reference and guidance of all concerned persons or entities.

Step 1: Disclosure of CHM

CHM is posted on the Project website, <http://www.ricesdp.org>, to allow beneficiaries and other stakeholders to effectively channel any complaints or issues about the Project.

Step 2: Receipt of Complaints

The general public can file complaints through:

- ✓ Postal address: Program Management Office, Rice-SDP, No. 208A, Preah Norodom Blvd., Sangkat Tonle Basak, Khan Chamkarmon, Phnom Penh, Cambodia.
- ✓ E-mail: spsiek@gmail.com
- ✓ Letter addressed directly to: H.E. Ros Seilava, Program Director, Rice-SDP, Program Management Office, No.208A, Preah Norodom Blvd., Sangkat Tonle Basak, Khan Chamkarmon, Phnom Penh, Cambodia..

- ✓ Credible information of wrongdoings and corruption may be submitted to the Funding Agency: Mr. Hem Chanthou, Senior Project Officer, Cambodia Resident Mission, Asian Development Bank, 29 Suramarit Blvd (St. 268); Sangkat Chaktomuk, Khan Daun Penh, Phnom Penh, Cambodia. Tel: +855 23 215 805, Fax: 855 23 215 807

In addition, verbal complaints made personally or through telephone calls or anonymous complaints shall also be considered for due verification of their seriousness or validity. The details of investigations, findings, internal discussions and conclusions shall be recorded in a separate confidential file for each case.

Step 3: Registration of Complaints

All complaints received shall be recorded in a separate confidential registry or in a file with unique reference number, date and time received, mode of receipt, complainant's name and contact details, and receiving person. The registry shall not contain any details of the person or organization against whom the complaint is being made.

All complaints (verbal and anonymous) shall be taken into account and registered for further action if the Project Complaints Handling Committee finds that these pose potential degree of seriousness.

The Registry shall show a brief summary of the logistical steps, with dates, of the investigation process for each complaint and the final outcome for closure of the case

Step 4: Review and Investigation

The members of the Project Complaints Handling Committee are:

- | | |
|------------------------------|-------------|
| 1. Mr. Siek Sopheak | Chairperson |
| 2. Mr. Ung Luyna | Member |
| 3. Mr. Hay Sovuthea | Member |
| 4. Mr. Chheang Vannarith | Member |
| 5. Mrs.Sras Sopheakaliyanika | Member |

Note: Any officer/s in the above committee shall be promptly replaced by another member appointed by H.E. Ros Seilava, Program Director, Rice-SDP if the complaint received involves such officer/s.

Process:

1. The complaints received shall be coursed through by a member designated by the Chairperson for compilation and categorization as to: i) Province wise, and ii) Subject wise for easy reference and analysis. Subjects could be procurement, resettlement, environment, gender development or contractors. For procurement, the process will follow as that mentioned in the respective bidding documents.

2. The committee shall meet once in every 15 days (if complaints are received on a regular basis) or as and when needed to review the complaints received and prepare action plan for investigation.
3. The committee shall designate a neutral person or team to investigate each complaint.
4. The investigation shall begin immediately. The investigation shall be neutral and done diligently. In cases where the investigations are complex and substantially long, the complainant shall be notified of progress at two weeks' intervals.
5. Accused persons or entities shall be given fair opportunity to present their side of the case/complaint.
6. Investigation results shall be reported to the Complaints Handling Committee for final adjudication within 15 days.

Confidentiality shall be maintained at all times during the investigation period and the investigation findings shall not be released beyond the Committee members.

Effectiveness: The Complaints and Remedies Mechanism shall take effect upon the date of its signing, and the Complaints Committee shall effectively implement the mechanism in its entirety.