



## **GRIEVANCE REDRESS MECHANISM FOR THE NILE COOPERATION FOR CLIMATE RESILIENCE PROJECT – NCCR (P172848)**

### **ON CONSTRUCTION AND REHABILITATION OF HYDROLOGICAL AND WATER QUALITY MONITORING STATIONS UNDER NILE BASIN INITIATIVE (NBI)**

Nile Basin Initiative (NBI) is a partnership of the 10 Nile Basin riparian states with a shared vision objective to promote sustainable socio-economic development through the equitable utilization of and benefit from the shared Nile Basin water resources. NBI has received funds from World Bank through the CIWA Trust Fund to cooperatively address the ever-increasing water quality and pollution control challenges in the basin. The project will support improvement of water quality monitoring national and regional levels to address the growing threats of degradation of water resources.

The activities will involve installation and commissioning of the new water quality equipment (station sensors, field test kits, and laboratory equipment), including data management systems. The water quality sensors will be installed at selected regional hydrological stations which are currently undergoing rehabilitation under a project funded by European Union and the Germany Government.

In accordance with the World Bank's Environmental and Social Standards, NBI has prepared an Environmental Social Management Plan (ESMP) that provides mitigation measures from the Project's impacts and includes a Grievance Redress Mechanism (GRM). The purpose of the GRM is to allow communities, project stakeholders or other groups who believe that they may be negatively affected by the Project to raise a complaint to NBI.

While site specific complaint intake systems are being finalized, any grievance related with works of "Construction and Rehabilitation of Hydromet Stations in Nile Basin Countries" may be addressed using the three-step process below:

#### **First step: Contact the NBI Secretariat office**

Eng Sylvester Anthony Matemu  
Executive Director

Nile Basin Initiative Secretariat  
By e-mail to: [grievances@nilebasin.org](mailto:grievances@nilebasin.org)  
By telephone to +256(417)705000/117  
By fax to: +256(41)320971  
By post to: P. O. Box 192 Entebbe, Uganda

If the concern is not resolved through the first step, you can proceed with the second step:

**Second step: contact the Nile Technical Advisory Committee**

Dr George Venance Lugomela  
Nile TAC Chair  
Director of Water Resources Department  
Ministry of Water  
By email to: [george.lugomelo@maji.go.tz](mailto:george.lugomelo@maji.go.tz)  
By telephone to: +255222450838 ext 338, cell: +255755778306,  
+255784574122, +255718454009 and +255622574122  
By fax to: +2552451569  
By post to: P. O. Box 456, Dodoma, Tanzania

**Third Step: contact the World Bank Grievance Redress Service**

Complaints must be in writing and addressed to the GRS. They can be sent by the following methods:

- Online, access the [online form](#) at  
(<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#file>)
- By email to [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By letter or by hand delivery to the [World Bank Headquarters](#) in Washington D.C., United States or any [World Bank Country Office](#)

**A suggested form for submitting the complaint is available at:**

<https://forms.office.com/r/DGCDVhqebu>