Finding Solutions Together
What is the Grievance Redress Service?

- The GRS is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment.

- The GRS facilitates communication between complainants and the Bank, to address grievances and identify sustainable solutions with buy-in from Borrowers.
World Bank Accountability System

Board of Directors

- President
  - Managing Directors
    - Operations Policy and Country Services
    - Regional VPUs
    - Practice Group VPUs

Accountability Mechanism
- Dispute Resolution
- Inspection Panel

Grievance Redress Service

Project-level Grievance Mechanisms
✓ By engaging with project-affected communities and individuals to understand grievances and identify solutions in collaboration with project teams and with buy-in from Borrowers and other relevant stakeholders.

✓ By supporting and guiding project teams and Bank units to facilitate solutions to complaints received by them.

120 +/- cases at any time

Approx. 50% of complaints are admissible
GRS receives complaints directly from **external** individuals, communities or their representatives.

GRS receives complaints forwarded from Bank staff or other **internal** individuals/units.

53% of admissible complaints

47% of admissible complaints
Criteria of Admissibility

GRS Criteria of admissibility

• The complaint relates to a Bank-supported project that is under preparation, is active, or has been closed for less than 15 months;

• The complaint is submitted by individuals or communities affected by a Bank-supported project, or by their authorized representative; and

• The complainant(s) allege that they have been or will be affected by the Bank-supported project.

Inadmissible Complaints

• Allege fraud and/or corruption;
• Procurement-related;
• Pertain to IFC/MIGA-financed Projects;
• Concern employment or the pursuit of employment with the World Bank;
• Frivolous;
• Anonymous; or
• Matters already assessed by the GRS.
Complaints from Inception

GRS Cases from March 2015 to June 2022

Admissible vs. Inadmissible

<table>
<thead>
<tr>
<th>Year</th>
<th>Admissible</th>
<th>Inadmissible</th>
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<tbody>
<tr>
<td>FY15</td>
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<td>4</td>
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For additional information about the Grievance Redress Service (GRS) please visit the GRS website at www.worldbank.org/grs

GRS Email contact: grievances@worldbank.org

GRS Video: Watch the video to find out more about how the GRS works