



# GRIEVANCE REDRESS SERVICE



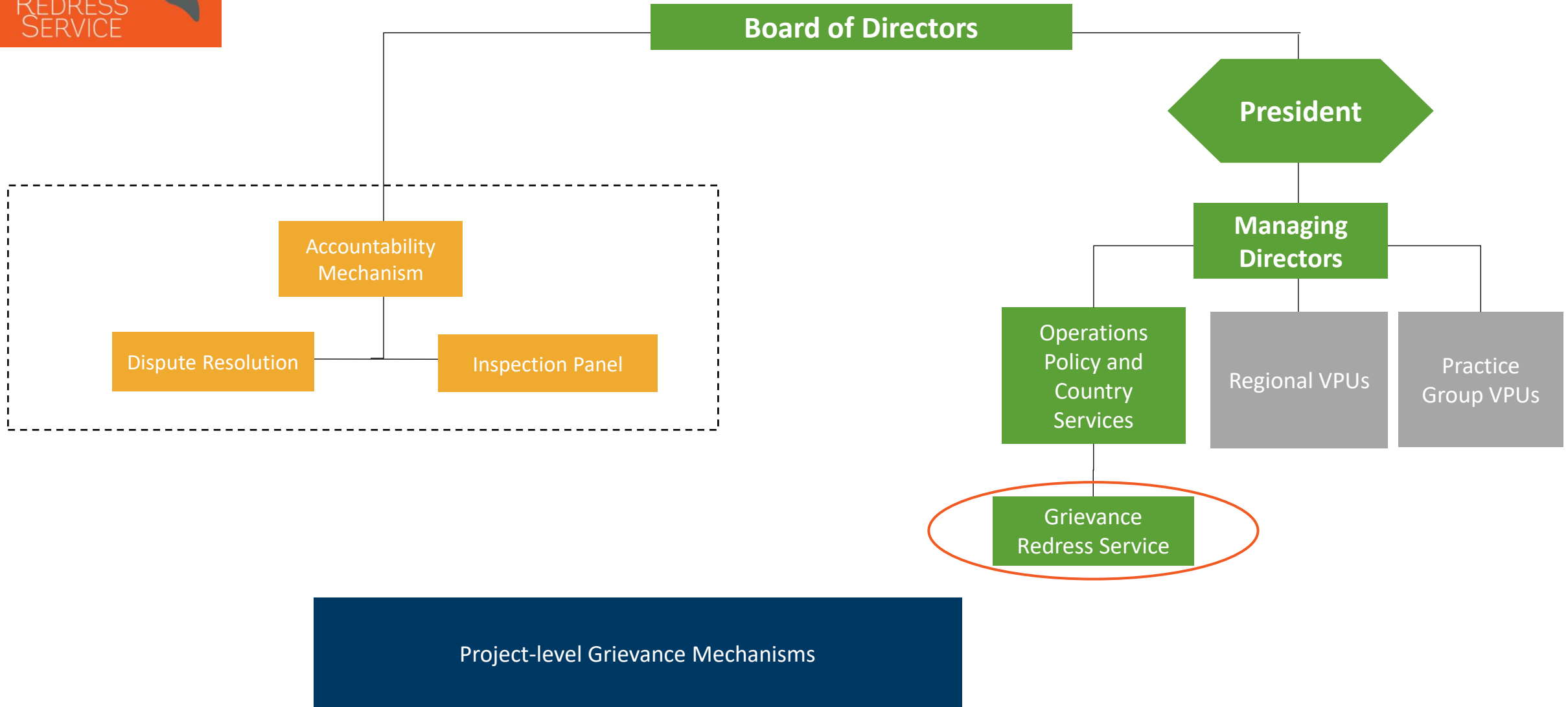
Finding Solutions Together

- 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



- ✓ 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**



## Grievance Redress Service

### Direct

- ✓ GRS receives complaints directly from **external** individuals, communities or their representatives.

53% of  
admissible  
complaints

### Referred

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

47% of  
admissible  
complaints

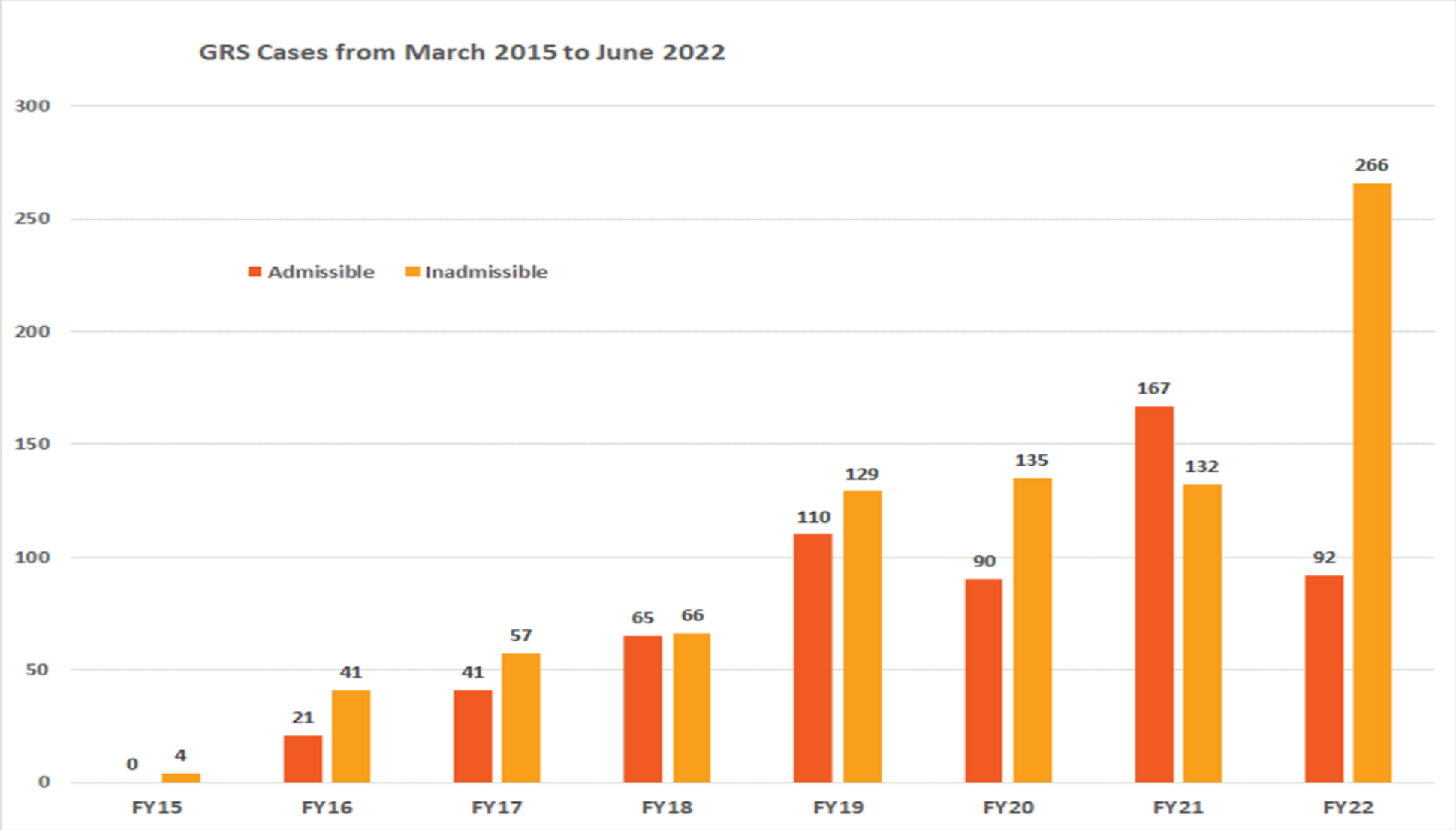
## GRS Criteria of admissibility

- 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



**For additional information** about the Grievance Redress Service (GRS) please visit the GRS website at [www.worldbank.org/grs](http://www.worldbank.org/grs)

**GRS Email contact:** [grievances@worldbank.org](mailto:grievances@worldbank.org)

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

<https://worldbank.scene7.com/s7viewers/html5/VideoViewer.html?asset=worldbankprod/World Bank>

[Grievance Redress Service GRS-](https://worldbank.scene7.com/s7viewers/html5/VideoViewer.html?asset=worldbankprod/World Bank Grievance Redress Service GRS-)

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