

CRESAP

Increasing production, incomes and climate change resilience in the Belizean agri-food system.



CRESAP Project-level GRM

GRM Contact

Agriculture Department
National Agriculture and Trade Show Grounds
Hummingbird Highway
City of Belmopan
WhatsApp: 611-1753
CRESAP.GRM@sifbelize.org

Belize Social Investment Fund

Constitution Drive
City of Belmopan
822-0508
info@sifbelize.org

Ministry of Agriculture, Food Security and Enterprise

National Agriculture and Trade Show Grounds
Hummingbird Highway
City of Belmopan
secretary.fd@agriculture.gov.bz
822-2241

Corozal District Agriculture Office

Corozal Town
402-2297
clerk1.cz@agriculture.gov.bz

Orange Walk District Agriculture Office

Yo Creek Village
303-4264
clerk.ow@agriculture.gov.bz

Belize District Agriculture Office

Mile 11 1/2 Philip Goldson Highway
205-5088
clerk.bz@agriculture.gov.bz

Cayo District Agriculture Office

clerk1.cy@agriculture.gov.bz
804-2079

Central Farm Admin
804-2129/824-2123
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CLIMATE RESILIENT AND SUSTAINABLE AGRICULTURE PROJECT

CRESAP



Grievance Redress Mechanism





CLIMATE RESILIENT AND SUSTAINABLE AGRICULTURE PROJECT

The Government of Belize is implementing the Climate Resilient and Sustainable Agriculture Project (CRESAP), with financing from the World Bank. The Project's main objective is to increase agricultural productivity and the adoption of climate-smart agricultural approaches among project beneficiaries.

The Project, being implemented over a five-year period, will provide support to agricultural producers, with a particular emphasis on individual smallholder farmers who are transitioning to more commercial production, while also supporting more established commercial farmers and farmer associations that wish to adopt Climate Smart Agriculture (CSA) practices to improve the sustainability of their enterprises. In addition, the Project will strengthen the capacity of selected agricultural institutions to assist farmers in adopting CSA approaches.

WHAT IS THE CRESAP PROJECT-LEVEL GRIEVANCE REDRESS MECHANISM?

This Project-level Grievance Redress Mechanism (GRM) is designed and established for the overall CRESAP Project to receive and facilitate the resolution of grievances, and includes a special channel for gender issues that may be social risks associated with the Project.

For the purpose of this mechanism, grievance is defined as an **issue, concern, problem, claim** (perceived or actual) or **complaint** that an individual or group wants the Project to address and resolve.

WHO CAN RAISE GRIEVANCES?

- Members of the public.
- Respective chairpersons of the various village councils on behalf of a villager.
- Representative NGOs on behalf of the community they represent.

WHAT KIND OF GRIEVANCES WILL BE CHanneled THROUGH THE GRM?

- The grievance pertains to the project.
- The issues raised in the grievance fall within the scope of issues that the GRM is authorized to address.
- The complainant has standing (stake, interest, or assets to be impacted, or representing a person with any of these characteristics) to file.

WHICH REPORTING CHANNELS ARE AVAILABLE TO STAKEHOLDERS?

Stakeholders can inform:

- Project-level GRM Contact person.
- Belize Social Investment Fund Project Implementation Unit (BSIF PIU) staff.
- Ministry of Agriculture, Food Security and Enterprise (MAFSE) staff.
- MAFSE personnel at the District Agriculture Office in the Corozal, Orange Walk, Belize and Cayo districts.

Grievances can be passed on by phone, email, mail, in-person, etc.

HOW ARE GRIEVANCES HANDLED?

STEP 1: Clear System to Report Grievances

Members of the public can lodge a grievance with BSIF PIU staff; MAFSE staff; MAFSE personnel at the District Agriculture Office in Corozal, Orange Walk, Belize and Cayo districts; or directly with the GRM Contact person. This Project-level GRM will also accept and register all grievances from stakeholders who do not wish to provide their names.

STEP 2: Register and Acknowledge

Within 48 hours, the GRM Contact will acknowledge receipt of the grievance in a correspondence to the complainant that outlines the grievance process, with timeframes, and provides contact details for the Project Environmental & Social Specialist who will follow up.

STEP 3: Follow UP

The Project Environmental & Social Specialist will formally respond and acknowledge the issue within seven (7) working days. Periodic updates will be provided to the complainant on the status of the grievance.

STEP 4: Evaluate, Investigate and Take Action

The BSIF-PIU will aim to resolve a grievance within 30 working days of the original receipt date. If this is not possible, clear steps being taken to address the grievance will be communicated to the complainant.

STEP 5: Grievances that cannot be solved within 30 days of receipt

Grievances that cannot be resolved by the Project-level GRM will be referred to the Project Steering Committee for an update and guidance where required.

STEP 6: Next steps if unsatisfied with Project GRM

The complainant has the option of seeking redress through the national judicial system or the Office of the Ombudsman at their own cost and at any time.