



**THE UNITED REPUBLIC OF TANZANIA**

**MINISTRY OF LIVESTOCK AND FISHERIES  
MINISTRY OF BLUE ECONOMY AND FISHERIES  
DEEP SEA FISHING AUTHORITY**

**TANZANIA SCALING UP SUSTAINABLE MARINE FISHERIES AND AQUACULTURE  
MANAGEMENT (TASFAM) PROJECT**

**Project: IDA Credit No. 179969 -TZ.**

**GRIEVANCE REDRESS MECHANISM OPERATIONS MANUAL**

August 2026

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## 1 INTRODUCTION

The Tanzania Scaling-Up Sustainable Marine Fisheries and Aquaculture Management (TASFAM) Project is a five-year initiative (2025–2030) funded by the World Bank (IDA Credit No. 179969-TZ). It is implemented by three agencies: the Ministry of Livestock and Fisheries (MLF) on Mainland Tanzania, the Ministry of Blue Economy and Fisheries (MBEF) in Zanzibar, and the Deep-Sea Fishing Authority (DSFA). The project covers 16 districts in Mainland Tanzania and 11 districts in Zanzibar.

The TASFAM Project is committed to ensuring that all persons and communities affected by project activities have meaningful access to a fair, transparent, confidential and effective grievance mechanism. This Grievance Redress Mechanism (GRM) Operations Manual establishes the institutional framework, procedures, roles, responsibilities and service standards required to receive, process, resolve, and learn from project-related grievances.

## 2 PURPOSE AND OBJECTIVES

The GRM serves as the primary avenue through which project-affected persons and other stakeholders may raise concerns, complaints, or suggestions regarding any aspect of the TASFAM Project. The specific objectives of the GRM are to:

- Provide a predictable, transparent, and credible process for receiving, acknowledging, and resolving project-related grievances in a timely manner.
- Ensure that all complainants, particularly women, vulnerable groups, persons with disabilities, and marginalized fishing communities, can access the GRM without fear of reprisal.
- Enable the project to identify, address, and learn from systemic environmental and social issues that may arise during implementation.
- Support compliance with the World Bank's Environmental and Social Framework (ESF), including Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure.

## 3 SCOPE OF THE GRM

### 3.1 Grievances Covered

The GRM is available to any individual, household, community, or civil society organization that has a concern related to the TASFAM Project in all project intervention areas, including existing and newly established Marine Protected Areas (MPAs) and Marine Conservation Areas (MCAs) in Mainland Tanzania and Zanzibar. Covered grievances include, but are not limited to:

- i. Adverse environmental or social impacts resulting from project activities.
- ii. Damage to property, livelihoods, or access to natural resources.
- iii. Quality, safety, or service delivery concerns related to project works or activities.
- iv. Exclusion from project benefits, engagement, consultations, compensation, livelihood restoration, or support measures.
- v. Misconduct or inappropriate behavior by project staff, contractors, consultants or workers including Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)-related allegations.
- vi. Concerns related to involuntary resettlement, compensation, restriction of access, loss of livelihoods or Process Framework implementation.

- vii. Anonymous complaints submitted through any project channel.

### 3.2 Excluded Grievances

The following matters fall outside the GRM' decision-making mandate and will be referred to the competent authority, while maintaining a record of referral where appropriate:

- Disputes pending before a court of law or a formal arbitration body. Complainants may still register a concern with the GRM, but the GRM will not make determinations on matters that are *sub judice*.
- Disputes related to land tenure/ownership or inheritance that should be resolved by the competent authorities and not by the project's GRM.
- Procurement-related complaints, which are handled through formal processes administered by the Public Procurement Regulatory Authority (PPRA) in Mainland Tanzania and the Zanzibar Public Procurement and Disposal Authority (ZPPDA) in Zanzibar.
- Allegations of corruption or fraud, which are referred to the Prevention and Combating of Corruption Bureau (PCCB) on Mainland Tanzania or the Zanzibar Anti-Corruption and Economic Crimes Authority (ZAECA) in Zanzibar, as applicable.

***Referral outside the GRM does not limit a complainant's right to access the World Bank Grievance Redress Service (GRS), national courts, administrative remedies, or other competent mechanisms at any time.***

## 4 GUIDING PRINCIPLES

The TASFAM GRM is designed and implemented in accordance with the following principles:

- **Accessibility:** The GRM provides multiple culturally appropriate submission channels to ensure that all affected persons, regardless of literacy level, language, gender, disability, or geographic location, can raise concerns without undue burden.
- **Confidentiality:** The identity of complainants is kept confidential unless the complainant provides informed consent for disclosure. This is particularly critical for SEA/SH-related complaints, which are subject to a heightened confidentiality protocol (see Section 11).
- **No Reprisal:** Complainants shall not face any form of retaliation, discrimination, or adverse treatment for having raised a grievance in good faith. Any allegations of reprisal shall themselves be treated as a grievance and investigated accordingly.
- **Impartiality and Fairness:** GRM personnel shall act without bias and ensure that both the complainant and any subject of a complaint are given a fair opportunity to be heard.
- **Timeliness:** Grievances are processed within defined, published timelines. Where resolution is delayed, complainants are proactively informed of the reason and the revised expected timeline.
- **Transparency:** Complainants are kept informed of the status of their case at each stage of the process. Aggregate GRM data is disclosed publicly through quarterly and annual reports.
- **Do No Harm:** The operation of the GRM shall not expose complainants, particularly vulnerable individuals, to additional risk. This principle is of paramount importance in SEA/SH cases.

## 5 GRM CATEGORIES, STRUCTURE AND TIERS

### 5.1 Grievance Categories

| Category                | Description                                                                                                                                                                                                                                                                      | Typical handling level                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>Type 1 – Simple</b>  | Grievances that can be resolved through explanation, clarification, mediation, or routine administrative action without formal investigation. Examples include requests for information, minor service delivery concerns, or misunderstandings about eligibility.                | Tier 1, with referral to the PCT GRM Officer if unresolved within the timeline.                               |
| <b>Type 2 – Complex</b> | Grievances requiring investigation, site visits, third-party input, technical verification, or committee review. Examples include property damage, exclusion from compensation, significant environmental or social harm, restriction of access, or staff/contractor misconduct. | Tier 2 GRC, with appeal to Tier 3 if the complainant is dissatisfied.                                         |
| <b>SEA/SH</b>           | Any allegation or disclosure of Sexual Exploitation, Abuse, or Sexual Harassment.                                                                                                                                                                                                | Handled only through the SEA/SH protocol in Section 11; not processed through the standard grievance pathway. |

### 5.2 5.2 GRM Tiers

The TASFAM GRM operates through three internal tiers, while external remedies remain available to complainants at any stage and do not require exhaustion of the project GRM.

| Tier   | Level                   | Primary function                                                                                           | Indicative composition                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------|-------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tier 1 | Local/community level   | Receive, register, acknowledge, and resolve Type 1 grievances through dialogue, explanation, or mediation. | Community Grievance Committee (CGC) / Local Focal Point composed of one representative from the relevant BMU/SFC or local fisheries structure; one local government representative (VEO/MEO/Sheha/WEO, as applicable); one women's representative active in fisheries or fish value chains; one youth representative; one representative of vulnerable groups where present; and one civil society/community-based representative where available. |
| Tier 2 | Project level           | Coordinate central registration and resolve Type 2 grievances through investigation and GRC review.        | PCT GRM Officer/Social Safeguard Officer as Secretariat; Environmental Officer; PCT Coordinator; Legal Officer; Communication Officer; District Fisheries Officer or relevant project focal person.                                                                                                                                                                                                                                                |
| Tier 3 | National/steering level | Final internal appeal and strategic oversight of GRM performance.                                          | Project Steering Committee (PSC), including Permanent Secretaries or Principal Secretaries of relevant ministries and the Director General of DSFA, as reflected in Annex E.                                                                                                                                                                                                                                                                       |

### 5.3 Figure 1: TASFAM GRM pathway consistent with ESS10

| Any stage                                                                                                                                    | Tier 1                                                                                                | Tier 2                                                                                           | Tier 3                                                                              | External remedies                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Submit grievance through any approved channel, including digital channels. SEA/SH disclosures are routed directly to the SEA/SH Focal Point. | Local acknowledgement and Type 1 resolution; unresolved or complex cases referred to PCT GRM Officer. | Registration, assessment, investigation and GRC review for Type 2 cases; written outcome issued. | Final internal appeal by PSC where complainant is dissatisfied with Tier 2 outcome. | World Bank GRS, national courts, administrative remedies and other competent mechanisms remain available at any time; complainants are not required to exhaust the project GRM. |

## 6 ROLES AND RESPONSIBILITIES

The detailed membership composition and Terms of Reference of each Tier are outlined in **Annex E**.

### PCT GRM Officers (GM Secretariat)

- Serve as the central coordinators and institutional memory of the GRM.
- Maintain the central grievance register and ensure all cases, including those received at Tier 1, are assigned unique reference numbers.
- Issue formal acknowledgement letters to complainants within two (2) working days of registration.
- Serve as Secretary to the GRC, coordinating case reviews, hearings, and site visits, minutes, documentation, and follow-up.
- Track compliance with timelines and proactively communicate with complainants on case status and delays.
- Prepare quarterly and annual GRM reports for submission to the PSC and the World Bank.
- Oversee data quality, confidentiality, and transition to the digital grievance management system when operational

### 6.1 Community Grievance Committee (CGC) / Local Focal Point (Tier 1)

- Serve as the accessible, visible first point of contact for community members.
- Receive and register all grievances submitted at the local level, including through walk-ins, complaint boxes, community leaders, and assisted written submissions
- Resolve Type 1 grievances through direct dialogue, or mediation within 14 working days of acknowledgement.
- Forward all unresolved grievances and all Type 2 (grievances to the PCT GRM Officer within three (3) working days of receipt.
- Maintain a local grievance register consistent with the format prescribed in Annex B and protect confidential information.
- Ensure that the GRM is accessible to women, persons with disabilities, and other marginalized groups, including by facilitating translation or assistance as needed.
- Immediately and confidentially refer potential SEA/SH disclosures to the designated SEA/SH Focal Point without recording details or investigating.

## 6.2 Grievance Redress Committee (GRC) (Tier 2)

- Review and investigate all Type 2 grievances referred by the PCT GRM Officer.
- Conduct hearings, consultations, technical reviews, and site visits as necessary to gather evidence and understand the facts.
- Propose resolution actions within thirty (30) working days of formal acknowledgement
- Document findings, rationale, proposed corrective actions and implementation responsibilities
- Ensure that resolution decisions are communicated to complainants in writing.
- Escalate cases to the PSC where the complainant appeals or where resolution cannot be reached within the prescribed timeline,

## 6.3 Project Steering Committee (PSC) (Tier 3)

- Provide overall governance and strategic oversight of the GRM.
- Ensure that adequate financial and human resources are allocated for GRM operations.
- Serve as the final internal appellate body, reviewing and making final determinations on cases appealed from Tier 2.
- Issue final determinations within twenty-five (25) working days of receiving a formal appeal.
- Review aggregate GRM data in PSC meetings and direct corrective action where systemic issues are identified.

## 7 GRIEVANCE SUBMISSION CHANNELS

The TASFAM Project is committed to ensuring broad and equitable access to GRM. Complaints may be submitted through any of the channels listed below:

- **Walk-in:** Complainants may visit any project office, CGC focal point, or district fisheries office in person. Staff are trained to receive complaints courteously, register them on the spot, and issue acknowledgement.
- **Complaint Boxes:** Sealed grievance boxes are placed at all project sites, landing sites, and community centers. Boxes are opened and reviewed on a weekly basis by the Local Focal Point.
- **Telephone Hotline:** Dedicated hotline numbers are published for each implementing agency and project area. Hotlines are staffed during business hours and supplemented by call-back services where feasible.
  - Ministry of Livestock and Fisheries: +255 687 352 428; +255 717 649 268 (*Toll-free number to be advised*)
  - Ministry of Blue Economy and Fisheries: +255 777 710 409; +255 776 283 675 (*Toll-free number to be advised*)
  - Deep Sea Fishing Authority: +255 242 238 080 (*Toll-free number to be advised*)
- **Email:** Complainants with email access may submit grievances electronically to designated GRM email addresses for each implementing agency.
  - Ministry of Livestock and Fisheries: [malalamiko.tasfam@mlf.go.tz](mailto:malalamiko.tasfam@mlf.go.tz)
  - Ministry of Blue Economy and Fisheries: [Malalamiko.TASFAM@blueeconomysmz.go.tz](mailto:Malalamiko.TASFAM@blueeconomysmz.go.tz)
  - Deep Sea Fishing Authority (DSFA): [grm.tasfam@dsfa.go.tz](mailto:grm.tasfam@dsfa.go.tz)
- **Written Letter:** Complainants who require assistance with writing may request support from Local Focal Points without prejudice to confidentiality.
  - Ministry of Livestock and Fisheries: P.O. Box 9152, Dar es Salaam.
  - Ministry of Blue Economy and Fisheries (MBEF): Project Office, Room no 5, Nyangumi House, Malawi Road, Zanzibar.
  - Deep Sea Fishing Authority (DSFA): Headquarters, P.O. BOX 56, Fumba, Zanzibar.

- **e-Mrejesho:** A national digital grievance and feedback management system, developed by the e-Government Authority (e-GA) in collaboration with the President's Office for Public Service Management and Good Governance. Citizens can access e-Mrejesho through:
  - A web portal at [emrejesho.gov.go.tz](http://emrejesho.gov.go.tz)
  - A mobile application downloadable from the Google Play Store
  - A USSD code — dialing **\*152\*00#** — for feature phone users without smartphones or internet access
  - Physical complaint desks at government institutions, which feed into the same system
- **Community Leaders:** Village Executive Officers (VEOs), Mtaa Executive Officers, and Sheha (in Zanzibar) serve as accessible community-level contacts through whom grievances may be channeled, including outside business hours.

Detailed contact details, addresses, phone numbers, email addresses, operating hours, and persons responsible for each channel across all three implementing agencies are provided in **Annex G**. All complainants are encouraged to refer to Annex G to identify the most appropriate and accessible channel for their location.

**Note:** Anonymous complaints are accepted. However, complainants are encouraged to provide contact details to enable follow-up and communication of outcomes. Anonymous complaints will be recorded and assessed; resolution outcomes may be limited where investigation requires direct engagement with the complainant.

## 8 GRIEVANCE REDRESS PROCEDURE (7-STEP PROCESS)

### Step 1 — Uptake and Submission

The complainant submits a grievance through any of the channels described in Section 7. **The full list of agency-specific contact details, site locations, operating hours, and responsible persons for each submission channel is set out in Annex G.** Project staff or focal points receiving the complaint complete the Grievance Intake Form (Annex A) on behalf of the complainant, if necessary. All complainants are informed of the GRM process, their rights, and the available appeal mechanisms at the point of submission.

### Step 2 — Logging and Acknowledgement

The receiving officer registers the grievance in the local or central grievance register (Annex B) and assigns a unique case reference number. A written acknowledgement (using the template in Annex C) is issued to the complainant within two (2) working days of registration. The acknowledgement confirms receipt, provides the case reference number, and states the name and contact details of the responsible officer.

### Step 3 — Assessment and Categorization

The PCT GRM Officer, in consultation with the CGC/Local Focal Point as appropriate, assesses grievance and categorizes it as follows:

- **Type 1 (Simple):** Grievances that can be resolved through explanation, clarification, or routine administrative action, without the need for formal investigation. Examples include requests for information, misunderstandings about project eligibility criteria, or minor service delivery complaints.
- **Type 2 (Complex):** Grievances that require investigation, site visits, third-party input, or formal committee determination. Examples include allegations of property damage, exclusion from compensation, significant environmental harm, or staff misconduct.
- **SEA/SH:** SEA/SH grievances are immediately referred to the SEA/SH Focal Point and handled under Section 11 only.

**Critical Protocol:** If the grievance relates to SEA/SH, it is immediately referred to the designated SEA/SH Focal Point and handled exclusively under the protocol described in Section 11. It is **not** processed through the standard categorization pathway.

## Step 4 — Resolution

**Type 1 grievances** are resolved by the Local Focal Point or PCT GRM Officer through direct dialogue, clarification, or corrective action. The target resolution timeline is **fourteen (14) working days** from the date of acknowledgement.

**Type 2 grievances** are referred to the GRC for formal investigation and determination. The GRC conducts the necessary reviews and issues a resolution decision. The target resolution timeline is **thirty (30) working days** from the date of acknowledgement.

Where resolution within the prescribed timeline is not possible, the complainant must be informed in writing of the delay, the reasons for it, and the revised expected resolution date. Extensions must be approved by the PCT GRM Officer and documented in the case file.

## Step 5 — Communication of Outcome

Upon reaching a resolution, the PCT GRM Officer issues a formal Resolution Letter (using the template in Annex D) to the complainant. The letter describes the findings of the review, the decision or action taken, and the complainant's right to appeal if they are not satisfied with the outcome. For Type 2 cases, the letter is cosigned by the GRC Chairperson.

## Step 6 — Appeal

If the complainant is not satisfied with the outcome at any tier, they may submit a formal appeal to the next tier within **fifteen (15) working days** of receiving the resolution communication. Appeals must be submitted in writing (or verbally, with staff assistance) and must state grounds for disagreement with the original decision.

Appeals from Tier 1 decisions are reviewed by the GRC at Tier 2. Appeals from Tier 2 decisions are reviewed by the PSC at Tier 3. The PSC's determination is final within the project's internal GRM. Complainants retain the right to seek external remedies at any stage (see Section 13).

## Step 7 — Implementation and Closure

Once a resolution is accepted, or once the PSC has issued a final determination, the agreed actions are implemented and documented. The case is formally closed in the grievance register upon confirmation that the resolution has been carried out. Closed cases are retained in the register for audit and learning purposes. Where a complainant cannot be reached to confirm acceptance, the case may be closed after reasonable documented efforts to contact them, with the closure rationale on record.

## 9 ACCESS TO LEGAL SUPPORT FOR ENFORCEMENT-RELATED GRIEVANCES

The TASFAM Project has established a GRM to provide communities with a transparent and accessible way to raise concerns related to marine resource protection and enforcement activities.

Grievances are first addressed at the local level through the CGC, and if unresolved, are escalated to Project GRC and subsequently the PSC.

Complainants are not required to exhaust the project GRM before accessing legal, administrative, or advisory support. The project will maintain referral information for relevant institutions, including the Mama Samia Legal Aid Campaign and the Zanzibar Paralegal Organizations Network, and will update this information as needed during implementation.

The contact details are listed below:

**Mama Samia Legal Aid Campaign:** 026 216 0360 | [info@mslac.or.tz](mailto:info@mslac.or.tz)

**Zanzibar Paralegal Organizations Network:** +255 22 2773038 / +255 22 2773048

## 10 TIMELINES SUMMARY

| Stage                             | Timeline                                                                                   |
|-----------------------------------|--------------------------------------------------------------------------------------------|
| Acknowledgement of receipt        | Within 2 working days of registration                                                      |
| Local referral to PCT GRM Officer | Within 3 working days of receipt                                                           |
| Type 1 resolution                 | Within 14 working days of acknowledgement                                                  |
| Type 2 resolution                 | Within 30 working days of acknowledgement                                                  |
| Appeal submission by complainant  | Within 15 working days of receiving resolution letter                                      |
| PSC final internal determination  | Within 25 working days of receiving appeal                                                 |
| SEA/SH notification to World Bank | Within 24 hours of receipt of allegation, using survivor-safe, non-identifying information |

## 11 SPECIAL PROTOCOL: SEXUAL EXPLOITATION, ABUSE, AND SEXUAL HARASSMENT (SEA/SH)

### 11.1 Policy Position

The TASFAM Project maintains an absolute zero-tolerance policy for Sexual Exploitation, Abuse, and Sexual Harassment (SEA/SH). All persons engaged in project activities — including project staff, contractors, consultants, and community volunteers — are required to uphold this policy. Any allegation of SEA/SH is treated with the utmost seriousness, handled with strict confidentiality, and reported to the World Bank within twenty-four (24) hours of the allegation being received by any project representative.

### 11.2 Definitions

- **Sexual Exploitation:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.
- **Sexual Abuse:** The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- **Sexual Harassment:** Any unwelcome sexual advances, requests for sexual favors, or other verbal, non-verbal, or physical conduct of a sexual nature that creates a hostile, intimidating, or offensive environment.

### 11.3 Survivor-Centric Approach

All responses to SEA/SH allegations are guided by a survivor-centric approach that prioritizes the survivor's:

- 1 **Safety:** Immediate steps are taken to ensure the survivor is not at further risk of harm.
- 2 **Confidentiality:** Information about the alleged incident and the survivor's identity is shared only on a strict need-to-know basis and with the survivor's informed consent, except where legally required otherwise.
- 3 **Dignity:** The survivor is treated with respect at all times. Survivors are not asked to repeat their account unnecessarily or to confront the alleged perpetrator.
- 4 **Informed Consent:** The survivor is informed of all available options — including support services, reporting pathways, and the right not to formally report — and their choices are respected.

## 11.4 Critical Directive: Responsibilities of Standard GRM Staff

Standard GRM staff — including Local Focal Points, CGC members, and PCT GRM Officers — **must not** receive detailed accounts of, record the specifics of, or investigate SEA/SH complaints. Their sole responsibility upon learning of a potential SEA/SH situation is to:

- Remain calm, non-judgmental, and supportive.
- Assure the individual of confidentiality.
- Immediately and confidentially direct the individual to the designated SEA/SH Focal Point.
- Note only the date, time, and the fact that a referral was made — not the nature of the allegation — in a secure, separate log accessible only to the SEA/SH Focal Point and the PCT Coordinator.

The completion of any SEA/SH Incident Report Form is the exclusive responsibility of the trained, designated SEA/SH Focal Point position, not standard GRM staff. This distinction is critical to preventing inadvertent disclosure and protecting survivors.

## 11.5 SEA/SH Focal Points and Referral Channels

Each implementing agency has designated female SEA/SH Focal Points to whom survivors may be referred or may self-refer directly, as indicated in section 11.7.

## 11.6 Service Provider Referral

Upon receiving a disclosure, the SEA/SH Focal Point immediately refers the survivor to appropriate professional support services, which will include medical care, psychosocial support, legal assistance, and safe shelter, in accordance with the project's SEA/SH Procedures. Upon disclosure, the SEA/SH Focal Point immediately refers the survivor to appropriate professional support services located proximity to TASFAM project site.

The TASFAM Project shall implement a survivor-centered SEA/SH Referral Protocol consistent with the World Bank Good Practice Note on Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) and national guidelines. The protocol is intended to ensure that survivors of SEA/SH incidents receive safe, confidential, timely, and appropriate support services without discrimination, retaliation, or unnecessary exposure.

### a) Guiding Principles

All SEA/SH-related complaints under the TASFAM Project shall be managed in accordance with the following principles:

- i. Confidentiality and privacy of survivors;
- ii. Survivor safety and protection from retaliation;
- iii. Respect, dignity, and non-discrimination;
- iv. Informed consent before any referral or action is taken;
- v. Survivor-centered response and decision-making;
- vi. Limited sharing of information strictly on a need-to-know basis.

SEA/SH complaints shall not be investigated by the community-level Grievance Management Committees (GMCs). Instead, such complaints will be immediately and confidentially referred through the designated SEA/SH referral pathway.

## **b) Primary Reporting and Referral Mechanism**

The Project shall maintain trained female SEA/SH focal points at community and district levels as the primary entry points for receiving SEA/SH-related complaints. These focal points will:

- Receive confidential complaints from survivors;
- Provide immediate information on available support services;
- Obtain informed consent before making referrals;
- Facilitate safe referrals to appropriate service providers;
- Maintain confidential and anonymized records of cases.

SEA/SH complaints may be reported verbally, by telephone, or through private confidential meetings directly with the designated female focal points.

## **c) Identified Referral Services**

The TASFAM Project shall establish and maintain an updated directory of qualified SEA/SH service providers within the project areas, including:

- Health and medical service providers;
- Psychosocial counseling services;
- Gender and child protection officers;
- Legal aid providers;
- Police Gender and Children's Desks;
- Safe shelter and protection services where available;
- Accredited community-based organizations and NGOs with GBV/SEA-SH expertise.

The Project Coordination Team shall conduct mapping and assessment of available service providers in all project implementation areas to confirm their capacity, accessibility, confidentiality standards, and survivor-centered service delivery.

## **d) Measures Where Existing Services Are Inadequate**

Where the assessment identifies gaps or services that do not meet the standards outlined in the World Bank SEA/SH Good Practice Note and national requirements, the TASFAM Project shall implement additional measures, including:

- Engaging qualified NGOs or specialized GBV service providers with demonstrated SEA/SH expertise;
- Providing additional training and capacity building to local service providers;
- Establishing formal Memoranda of Understanding (MoUs) with specialized organizations;
- Facilitating transportation support for survivors to access services where necessary;
- Strengthening confidential reporting and referral systems at the community level.

The Project shall ensure that no survivor is denied access to support services due to service gaps within the local area.

The finalized SEA/SH Referral Protocol shall be regularly reviewed and updated throughout project implementation to ensure continued compliance with World Bank requirements and the availability of quality survivor support services.

## 11.7 SEA/SH Reporting Channels

SEA/SH reporting shall prioritize direct, confidential reporting to trained female SEA/SH Focal Points. General project hotlines and emails shall not be used to collect detailed SEA/SH information. If a SEA/SH disclosure is made through a general channel, the recipient shall immediately and confidentially refer the matter to the SEA/SH Focal Point without requesting details. Annex H shall list only survivor-safe channels, including focal point contact arrangements and referral options.

## 12 MONITORING, REPORTING, AND LEARNING

### 12.1 Key Performance Indicators (KPIs)

The GRC and PCT GRM Officer track the following KPIs to assess GRM performance:

- Total number of grievances received (disaggregated by type, gender, location, and submission channel).
- Percentage of grievances acknowledged within the two-working-day target.
- Percentage of Type 1 grievances resolved within 14 working days.
- Percentage of Type 2 grievances resolved within 30 working days.
- Percentage of complainants satisfied with the resolution outcome (captured through post-resolution feedback).
- Number of cases appealed and their outcomes.
- Number of SEA/SH referrals made (reported separately, with no case-specific details).

### 12.2 Reporting Requirements

- **Quarterly GRM Reports:** Prepared by the PCT GRM Officer and submitted to the PSC and the World Bank's Task Team Leader (TTL). Reports provide a statistical summary of grievances received, processed, and resolved during the quarter, with analysis of trends and any systemic issues identified.
- **Annual GRM Reports:** Provide a comprehensive review of GRM performance over the full project year, including lessons learned, corrective actions taken, and recommended improvements for the following year.
- **Immediate Reporting:** Any SEA/SH allegation must be reported to the World Bank within **twenty-four (24) hours** of receipt, in accordance with the project's ESCP commitments.

### 12.3 Digital Grievance Management Systems

A centralized digital grievance management system is planned for rollout within the first eight months of the project. The system will enable online submission, real-time case tracking, automated acknowledgements, and consolidated reporting. Until the system is operational, all records shall be maintained in structured, secure manual registers (Annex B format). Transition procedures from manual to digital recordkeeping will be documented and communicated to all GRM staff prior to system launch.

### 12.4 Learning and Continuous Improvement

GRM data is reviewed systematically to identify patterns, recurring issues, and gaps in project implementation. Findings are shared with the PCT and relevant implementing agencies on a quarterly basis. Where systemic issues

are identified, the PSC is responsible for directing corrective action and tracking follow-up. Lessons learned are incorporated into annual updates to this manual and into project supervision reports.

To strengthen the effectiveness of the GRM and ensure compliance with World Bank requirements and Environmental and Social Capacity Building Plan. The Project shall provide periodic training and capacity-building activities for local Grievance Management (GM) Committees and female SEA/SH focal points. The training shall cover the World Bank Environmental and Social Framework (ESF) grievance resolution principles, SEA/SH Good Practice Guidance, confidentiality requirements, survivor-centered response, and referral pathways for SEA/SH cases. Training outcomes and capacity gaps identified through GRM monitoring and review processes shall be addressed through refresher training and targeted support as necessary.

Under the TASFAM Project, capacity-building activities for the Grievance Redress Mechanism (GRM) will include comprehensive training on the World Bank Environmental and Social Framework (ESF) standards, with specific emphasis on non-discrimination, inclusion, Gender-Based Violence (GBV), and Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH). The training will target Local-Level Grievance Management Committees (GMCs), community representatives, and designated female SEA/SH focal points to strengthen their capacity to manage grievances effectively, ethically, and in accordance with World Bank requirements.

The training will be conducted through structured participatory workshops at community and district levels during the initial phase of project implementation and periodically thereafter as refresher sessions. The sessions will combine presentations, practical exercises, group discussions, role-play simulations, and case-study analysis to enhance practical understanding of GRM procedures and ESF requirements. Special attention will be given to ensuring that female SEA/SH focal points receive tailored guidance on survivor-centered approaches, confidentiality, referral pathways, and safe handling of sensitive complaints.

The training program will specifically cover:

- Overview of the TASFAM GRM structure and procedures;
- Introduction to the World Bank ESF and relevant Environmental and Social Standards (ESSs);
- Principles of non-discrimination, equal access, and inclusion of vulnerable groups;
- Prevention and response measures for SEA/SH and GBV-related grievances;
- Confidentiality, ethical conduct, and survivor-centered complaint handling;
- Safe and accessible grievance reporting channels;
- Roles and responsibilities of GMC members and SEA/SH focal points;
- Documentation, reporting, referral systems, and monitoring grievances;
- Community awareness and stakeholder engagement techniques.

The training will be facilitated by qualified Environmental and Social Safeguards Specialists, GBV/SEA-SH experts, and Project Social Development personnel under the TASFAM Project Coordination Team. Training materials, manuals, and awareness tools will be prepared in both English and Kiswahili to ensure effective understanding and participation at community level. In addition, mentoring and on-site coaching will be provided during project implementation to strengthen practical application of the GRM procedures and ESF requirements.

## **13 EXTERNAL RECOURSE**

The availability of the TASFAM GRM does not limit or replace complainants' rights to pursue grievances through external mechanisms. At any point in the GRM process, including before initiating a complaint, or after a final PSC determination, complainants may access:

- **World Bank Grievance Redress Service (GRS):** Complainants may submit concerns about World Bank-supported projects directly to the GRS. Complaints may be submitted online or in writing. The complaints may be submitted in writing via the GRS website <http://www.worldbank.org/GRS> , by email [grievances@worldbank.org](mailto:grievances@worldbank.org), by mail to World Bank Headquarters, or through a World Bank Country Office hotline [+255 22216 3777](tel:+255222163777) or email [tanzaniaalert@worldbank.org](mailto:tanzaniaalert@worldbank.org)
- **National Judicial System:** Complainants may pursue legal remedies through Tanzania's national courts or formal arbitration mechanisms at any time.

Complainants are informed of these external options at the point of grievance submission and in all resolution and appeal communications.

## 14 GLOSSARY OF TERMS

- **Appeal:** A formal request made by a complainant for a higher tier of the GRM to review and reconsider a decision made at a lower level.
- **Complainant:** Any individual, household, community, or organization that submits grievance to the GRM.
- **Grievance:** A complaint or concern raised by a stakeholder regarding a perceived or actual negative impact resulting from, or associated with, the TASFAM Project's activities, policies, or personnel.
- **Grievance Redress Committee (GRC):** The Tier 2 committee responsible for the formal investigation and resolution of complex (Type 2) grievances.
- **PCT GRM Officer:** The designated officer within the Project Coordination Team responsible for coordinating GRM operations, maintaining the central grievance register, and serving as Secretary to the GRC.
- **Project-Affected Person (PAP):** Any individual or group that is directly or indirectly affected, positively or negatively, by the TASFAM Project.
- **SEA/SH:** Sexual Exploitation, Abuse, and/or Sexual Harassment.
- **SEA/SH Focal Point:** A trained, designated staff member within each implementing agency who is responsible for receiving SEA/SH disclosures and coordinating survivor referral and support.
- **Survivor-Centric:** An approach to responding to SEA/SH that places the survivor's safety, confidentiality, dignity, and right to informed consent at the center of all decisions and actions.
- **Type 1 Grievance (Simple):** A grievance that can be resolved through routine administrative action, clarification, or direct dialogue, without the need for formal investigation.
- **Type 2 Grievance (Complex):** A grievance that requires formal investigation, site visits, third-party input, or a committee determination to resolve.

## 15 ANNEXES

### ANNEX A: GRIEVANCE INTAKE FORM

[Official Logo and Name of Agency]

#### GRIEVANCE INTAKE FORM

Grievance Number (for official use):

Date of Complaint:

Method of Receipt: ☐ In-Person ☐ Phone ☐ Email ☐ Mail ☐ Complaint Box

#### *Section 1: Complainant's Information*

Name:

Address:

Contact Number: Email:

☐ I wish for my identity to remain confidential.

☐ I am submitting this on behalf of another person/group. **Name of person/group:**

#### *Section 2: Details of the Grievance*

Date and time the incident occurred:

Location of the incident:

Please describe the grievance in detail. What happened? Who was involved?

#### *Section 3: Desired Resolution*

What would you like to see happen to resolve this issue?

Signature of Complainant:

Name of Receiving Officer:

Signature of Receiving Officer:

## ANNEX B: GRIEVANCE LOGBOOK TEMPLATE

**Project:** [Name of Project]

| Case No. | Date received | Complainant | Summary | Category | Date acknowledged | Assigned to | Date resolved | Resolution summary |
|----------|---------------|-------------|---------|----------|-------------------|-------------|---------------|--------------------|
|          |               |             |         |          |                   |             |               |                    |
|          |               |             |         |          |                   |             |               |                    |
|          |               |             |         |          |                   |             |               |                    |
|          |               |             |         |          |                   |             |               |                    |
|          |               |             |         |          |                   |             |               |                    |

## ANNEX C: SAMPLE ACKNOWLEDGEMENT LETTER

[Date]

[Complainant Name]

[Complainant Address]

**Subject: Acknowledgement of Receipt of Your Grievance - Case No. [Case Number]**

Dear [Mr./Ms. Complainant's Last Name],

This letter is to confirm that the Grievance Redress Mechanism for the [Name of Project / Program] has received your grievance, submitted on [Date of Submission], regarding [Briefly mention the subject of the grievance].

Your grievance has been assigned the case number **[Case Number]**. Please use this number in all future correspondence regarding this matter.

We have begun our review process. In accordance with our Operations Manual, we aim to provide you with a substantive response or resolution within [Number of Days, e.g., 14 for simple, 30 for complex] working days.

Thank you for bringing this matter to our attention. We are committed to addressing your concerns in a fair and timely manner.

Sincerely,

[Name of Grievance Focal Point]

Grievance Focal Point

## ANNEX D: SAMPLE RESOLUTION NOTIFICATION LETTER

[Date]

[Complainant Name]

[Complainant Address]

**Subject: Notification of Resolution for Grievance Case No. [Case Number]**

Dear [Mr./Ms. Complainant's Last Name],

This letter is in reference to your grievance dated [Date of Submission] concerning [Briefly mention the subject of the grievance].

After a thorough review/investigation of the issues you raised, the [Grievance Focal Point / Grievance Redress Committee] has reached the following conclusion and determined the following course of action:

**Summary of Findings:**

[Provide a brief, clear summary of the investigation's findings.]

**Resolution/Decision:**

[Clearly state the decision and the actions that will be taken to resolve the grievance. Include timelines for these actions if applicable.]

We trust that this resolution addresses your concerns. The actions outlined above will be implemented by [Date].

If you are not satisfied with this decision, you have the right to appeal. An appeal must be submitted in writing within 15 working days of receiving this letter to: [Name and Title of Appeal Authority, e.g., The Project Steering Committee] at [Mailing Address for Appeals]. Please be advised that you also retain the right to seek redress through formal legal channels at any time.

Sincerely,

[Name and Title of Signatory, e.g., Chair of the GRC]

[Name of Project / Program]

## **ANNEX E: Terms of Reference for the Grievance Redress Mechanism (GRM) Tiers**

**Project:** Tanzania Scaling-Up Sustainable Marine Fisheries and Aquaculture Management (TASFAM)

### **Introduction**

These Terms of Reference (ToRs) define the mandate, composition, roles, responsibilities, and operational procedures for each tier of the Grievance Redress Mechanism (GRM) for the TASFAM Project. The GRM is established to provide a structured, transparent, and accessible process for stakeholders to raise concerns, complaints, or suggestions regarding project implementation. These ToRs are derived from the TASFAM GRM Operations Manual and are designed to ensure the GRM functions effectively, fairly, and in compliance with the national requirements and World Bank's Environmental and Social Framework (ESF).

### **ToR 1: Community Grievance Committee (CGC) / Local Focal Point**

#### **1.1. Mandate and Objective**

The Community Grievance Committee (CGC) or designated Local Focal Point serves as the first point of contact (Tier 1) for individuals and communities affected by the TASFAM project. The primary objective is to provide an accessible,

immediate, and localized channel for grievance submission and to resolve simple, straightforward issues on the spot or within a short timeframe, thereby preventing escalation.

## 1.2. Composition

The CGC is a community-based body designed to be representative of the local project area. Its composition includes:

- Beach Management Units (BMUs) / Shehia Fisheries Committees (SFC)
- Representatives of fishers, aqua farmers, fish mongers, fish processors, tour operators, and fish retailers
- One influential person from the project site vicinity
- A designated women's representative
- A designated youth representative
- A representative from a project-related Civil Society Organization (CSO), Non-Governmental Organization (NGO), Community-Based Organization (CBO), or Faith-Based Organization (FBO)
- Local government leaders (e.g., Village Executive Officer - VEO, Mtaa Executive Officer - MEO, Sheha)
- Ward Officer (e.g., Ward Executive Officer - WEO)
- Representatives from other project-related institutions (e.g., local health facilities)
- GBV focal point

In areas where a full committee is not feasible, a designated Local Focal Point (e.g., VEO/Sheha) will perform these functions.

## 1.3. Roles and Responsibilities

- **Public Awareness:** Actively publicize the existence and functioning of the GRM within the community, ensuring all uptake channels are known.
- **Grievance Uptake:** Receive grievances through various channels (walk-ins, community meetings, complaint boxes).
- **Assistance to Complainants:** Provide assistance to community members, especially those who are illiterate, from vulnerable groups, or require support, to articulate and submit their grievances using the Grievance Intake Form (Annex A).
- **Logging and Acknowledgement:** Immediately log all received grievances in the Grievance Logbook (Annex B) and issue a written acknowledgement of receipt to the complainant within two (2) working days.
- **Initial Resolution (Type 1 Grievances):** Resolve grievances at local level directly. The target resolution timeframe is fourteen (14) working days from acknowledgement.
- **Escalation:** Forward unresolved, complex (Type 2), or sensitive grievances to the Project Coordination Team (PCT) GRM Officer within three (3) working days of receipt.
- **Confidentiality:** Maintain strict confidentiality of the complainant's identity if requested and handle all information with discretion.
- **SEA/SH Protocol:** Follow the strict survivor-centric protocol for any allegations of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH). The role is limited to safely and confidentially referring the survivor to designated service providers without conducting any investigation.
- **Feedback:** Communicate the outcome of resolved grievances to the complainant.

## ToR 2.1: Project Coordination Team (PCT) GRM Officer

### 2.1.1. Mandate and Objective

The PCT GRM Officer, who is the project's Social Safeguard Officer/Specialist, serves as the central coordinator (Tier 2) for the entire GRM system. The objective of this role is to ensure the efficient, consistent, and effective management of all

grievances in accordance with the GRM Operations Manual, track their resolution, and facilitate learning to improve project performance.

### **2.1.2. Composition**

This is a dedicated role assigned to the Social Safeguard Officers/Specialists within the Project Coordination Team (PCT) or Project Implementation Team (PIT). The project may appoint a dedicated GRM Officer within each of the three implementing entities: the Ministry of Livestock and Fisheries (MLF), the Ministry of Blue Economy and Fisheries (MBEF), and the Deep-Sea Fishing Authority (DSFA).

### **2.1.3. Roles and Responsibilities**

- **Overall Management:** Oversee the day-to-day operation of the GRM across all project areas (Mainland/ Zanzibar/ DSFA).
- **Central Register Maintenance:** Maintain the central grievance register/database, ensuring all grievances are logged with unique tracking numbers and all related documentation is filed.
- **Assessment and Categorization:** Assess all incoming grievances to determine eligibility, urgency, and complexity, categorizing them as Type 1 or Type 2.
- **Coordination and Assignment:** Coordinate with relevant departments, contractors, and CGCs/Local Focal Points. Assign complex grievances to the Grievance Redress Committee (GRC) for investigation.
- **Progress Tracking:** Actively track the status and progress of each case against the defined timelines, ensuring no case is unduly delayed.
- **Secretariat to the GRC:** Serve as the official Secretary to the Grievance Redress Committee, responsible for organizing meetings, preparing agendas, taking minutes, and documenting decisions.
- **Communication:** Act as the primary communication link, keeping complainants informed of the progress of their cases and formally communicating the final resolution.
- **Monitoring and Closure:** Monitor the implementation of all agreed-upon resolutions. Once verified, formally close the case in the register.
- **Reporting:** Prepare and submit Quarterly and Annual GRM Reports summarizing activities, performance against KPIs, trends, and systemic issues for project management and public disclosure.
- **Capacity Building:** Identify training needs and help coordinate capacity-building activities for all GRM personnel.

## **ToR 2.2: Grievance Redress Committee (GRC)**

### **2.2.1. Mandate and Objective**

The Grievance Redress Committee (GRC) is an established project-level body (Tier 2) responsible for the investigation and resolution of complex grievances (Type 2) and appeals escalated from the CGC/Local Focal Point level. Its objective is to conduct fair, impartial, and thorough reviews to formulate binding resolutions for issues that cannot be resolved at the community level.

### **2.2.2. Composition**

The GRC is composed of key project personnel to ensure a multi-disciplinary review:

- TASFAM Project Coordination Team (PCT) Coordinator
- Environmental Officer
- Social Safeguard Officer (serves as Secretary)
- GBV focal point
- Legal Officer (within PCT)

- Communication Officer
- District Fisheries Officer
- Project Focal Person from relevant Departments and Institutions (e.g., TAFIRI, TAFICO, MPRU, FETA, ZAFICO, ZAFIRI)

### 2.2.3. Roles and Responsibilities

- **Investigation:** Conduct thorough, objective, and fact-based investigations into all grievances assigned to it. This may involve reviewing documents, interviewing relevant parties (complainants, project staff, contractors), and conducting site visits.
- **Review Meetings:** Convene meetings within ten (10) working days of a case being escalated to review findings and determine a course of action. The complainant may be invited to present their case.
- **Decision Making:** Deliberate on the findings and formulate a clear, actionable, and binding resolution.
- **Resolution Timeline:** Propose and finalize resolutions for complex cases within a target timeframe of fourteen (14) working days from the initial acknowledgement of the grievance.
- **Documentation:** Meticulously document all proceedings, hearings, evidence, findings, and the final decision for each case.
- **Communication of Decision:** Ensure its final decision and the rationale behind it are clearly recorded for communication to the complainant by the PCT GRM Officer.

## ToR 3: Project Steering Committee (PSC) - Appellate Body

### 3.1. Mandate and Objective

The Project Steering Committee (PSC) serves as the final point of appeal (Tier 3) within the TASFAM project's internal GRM. Its objective is to provide a high-level, independent review of cases where a complainant is dissatisfied with the resolution provided by the Grievance Redress Committee (GRC), ensuring ultimate accountability and oversight.

### 3.2. Composition

- The PSC is comprised of high-level representatives from the key implementing and partner ministries and authorities:
- Permanent Secretary, Ministry of Livestock and Fisheries (MLF)
- Principal Secretary, Ministry of Blue Economy and Fisheries (MBEF)
- Permanent Secretary, Ministry of Finance (MoF)
- Principal Secretary, Ministry of Finance and Planning (MoFP), Zanzibar
- Permanent Secretary, Prime Minister's Office - Regional Administration and Local Government (PMO-RALG)
- Permanent Secretary, Second Vice President's Office
- Principal Secretary, President's Office - Regional Administration
- Permanent Secretary, Vice President's Office (VPO)
- Director General, Deep Sea Fishing Authority (DSFA)

### 3.3. Roles and Responsibilities in the GRM Context

- **Appellate Review:** Receive and review appeals submitted by complainants who are not satisfied with the GRC's decision. An appeal must be submitted within fifteen (15) working days of the complainant receiving the GRC's decision.
- **Case Review:** Review of the complete case file, including the original grievance, investigation findings, GRC decision, and the complainant's grounds for appeal.

- **Final Decision:** Provide a final, binding decision on the appeal within the project's GRM structure. The target timeframe for this final decision is twenty-five (25) working days from receipt of the appeal.
- **Communication:** Ensure the final decision is formally communicated to the appellant, clearly stating the outcome and informing them that this is the final step within the project GRM. The communication must also reiterate the complainant's right to seek redress through formal legal or administrative systems at any point.
- **Overall Oversight:** Provide overall leadership and oversight for the GRM, ensuring it is adequately resourced and functioning effectively as a whole.

## ANNEX G: PROJECT-SPECIFIC GRIEVANCE UPTAKE CHANNELS

This annex provides the specific contact details, operating hours, and responsible persons for each grievance submission channel across the three implementing agencies.

**Table 1: Uptake Channels — Ministry of Livestock and Fisheries (MLF), Mainland Tanzania**

| Channel Type                                 | Details                                                                                                                                                           | Operating Hours                                       | Responsible Person/Unit                                                                                     |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Telephone Hotline                            | +255 687 352 428<br>+255 717 649 268                                                                                                                              | 7:30 am - 03:30 pm, Mon - Fri                         | Mr. Daniel Mallya, Social Safeguard Officer, PCT<br>Ms. Emelita Saulo, Environmental Safeguard Officer, PCT |
| Email                                        | <a href="mailto:SG.TASFAM@mlf.go.tz">SG.TASFAM@mlf.go.tz</a>                                                                                                      | 24/7 (Monitored during business hours)                | Mr. Daniel Mallya, Social Safeguard Officer, PCT<br>Ms. Emelita Saulo, Environmental Safeguard Officer, PCT |
| Walk-in Office                               | TASFAM PCT, P.O. Box 9152, Dar es Salaam.                                                                                                                         | 09:00 am - 03:00 pm, Mon - Fri                        | Mr. Daniel Mallya, Social Safeguard Officer, PCT                                                            |
| Walk-in (Local/Site Level) & Complaint Boxes | Available at 22 designated project sites including MIMP, DMRS, MBREMP, TACMP, TAFIRI Dar Centre, FETA Mikindani, and various district fish markets/landing sites. | 09:00 am - 03:00 pm, Mon - Fri (Boxes checked weekly) | Designated District Focal Persons and Municipal Focal Persons for each respective site.                     |
| Community Leaders                            | Village Executive Officers (VEOs) and Ward Executive Officers (WEOs) across the 22 project sites.                                                                 | 24/7                                                  | Respective VEOs and WEOs (e.g., Kiegeani VEO, Kunduchi WEO, Msimbati VEO).                                  |

**Table 2: Uptake Channels — Ministry of Blue Economy and Fisheries (MBEF), Zanzibar**

| Channel Type                                   | Details                                                                                            | Operating Hours                        | Responsible Person/Unit                                                                                      |
|------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Telephone Hotline                              | +255 777 710 409<br>+255 776 283 675                                                               | 8:00 AM - 3:30 PM, Mon - Fri           | Mr. Ali Khamis Shafi -<br>Social Safeguard Officer<br>Ms. Fatma Salim Suleiman<br>- Social Safeguard Officer |
| Email                                          | <a href="mailto:Malalamiko.TASFAM@blueeconomysmz.go.tz">Malalamiko.TASFAM@blueeconomysmz.go.tz</a> | 24/7 (Monitored during business hours) | Mr. Ali Khamis Shafi<br>Ms. Fatma Salim Suleiman                                                             |
| Walk-in Office                                 | Project Office Room no 5, Nyangumi House, Malawi Road, Zanzibar                                    | 8:00 AM - 3:30 PM, Mon - Fri           | Mr. Ali Khamis Shafi<br>Ms. Fatma Salim Suleiman                                                             |
| Walk-in (Local/Site Level) & Community Leaders | Various construction sites, MCAs, landing sites, and warehouses across Unguja and Pemba.           | 8:00 AM - 3:30 PM, Mon - Fri           | Respective Shehas (e.g., Sheha-Fumba, Sheha-Kangani, Sheha-Makoba, etc.)                                     |
| Complaint Boxes                                | All project sites and Project Office                                                               | Checked weekly                         | CGC Chair / GRM Officer                                                                                      |

**Table 3: Uptake Channels — Deep Sea Fishing Authority (DSFA)**

| Channel Type      | Details                                                                          | Operating Hours                 | Responsible Person/Unit |
|-------------------|----------------------------------------------------------------------------------|---------------------------------|-------------------------|
| Telephone Hotline | +255 242 238 080                                                                 | 9:00 AM - 5:00 PM, Mon - Fri    | Khalid Abdalla          |
| Email             | <a href="mailto:grm.tasfam@dsfa.go.tz">grm.tasfam@dsfa.go.tz</a>                 | Monitored during business hours | Tausi Magota / Ibsam    |
| Walk-in Office    | DSFA Headquarters, P.O. BOX 56, Fumba, Zanzibar.<br>Tel: 0773080545 / 0773228686 | 10:00 AM - 4:00 PM, Mon - Fri   | Daniel Kawiche          |
| Community         | Sheha, Fumba Bondeni (+255 777 849 242)                                          | 24/7                            | Muhammed Suleiman       |

|                 |                                    |      |                |
|-----------------|------------------------------------|------|----------------|
| Leaders         |                                    |      |                |
| Complaint Boxes | DSFA Headquarters, Fumba, Zanzibar | 24/7 | Daniel Kawiche |

## ANNEX H: SEA/SH REPORTING CHANNELS

Dedicated, confidential channels for reporting Sexual Exploitation, Abuse, and Sexual Harassment (SEA/SH).

### *Ministry of Livestock and Fisheries (MLF), Mainland Tanzania*

- **Dedicated Phone Line:** +255 687 352 428 / +255 717 649 268
- **Dedicated Email:** [SG.TASFAM@mlf.go.tz](mailto:SG.TASFAM@mlf.go.tz)
- **In-Person:** Female GRM officers or trusted female community leaders at all 22 project sites (MIMP, DMRS, MBREMP, TACMP, etc.).
- **Anonymous Options:** Suggestion boxes, SMS.

### *Ministry of Blue Economy and Fisheries (MBEF), Zanzibar*

- **Dedicated Phone Line:** +255 777 710 409 / +255 776 283 675
- **Dedicated Email:** [gbv.tasfam@blueeconomysmz.go.tz](mailto:gbv.tasfam@blueeconomysmz.go.tz)
- **In-Person:** Female GRM officers or trusted female community leaders (Shehas across Fumba, Kangani, Makoba, Muyuni, etc.).
- **Anonymous Options:** Suggestion boxes, SMS.

### *Deep Sea Fishing Authority (DSFA)*

- **Dedicated Phone Line:** +255 772 431 941 / +255 773 228 686
- **Dedicated Email:** [barua@dsfa.go.tz](mailto:barua@dsfa.go.tz)
- **In-Person:** Female GRM officers or trusted female community leaders (Sheha-Fumba Bondeni).
- **Anonymous Options:** Suggestion boxes at DSFA Offices-Fumba, SMS.



## Tanzania Scaling-Up Sustainable Marine Fisheries and Aquaculture Management (TASFAM) Project

### HOW TO SUBMIT A GRIEVANCE

1



#### Walk-In

Visit any project office, Community Grievance Committee (CGC) focal point or district fisheries office

2



#### Complaint Box

Sealed boxes at all project sites, landing sites & community centres — checked weekly

3



#### Telephone Hotline

Ministry of Livestock and Fisheries (MLF):  
+255 687 352 428 / +255 717 649 268  
Ministry of Blue Economy and Fisheries (MBEF):  
+255 777 710 409 / +255 776 283 675  
Deep Sea Fishing Authority (DSFA): +255 242 238 080

4



#### Email

MLF: SG.TASFAM@mlf.go.tz  
MBEF: Malalamiko.TASFAM@blueeconomysmz.go.tz  
DSFA: grm.tasfam@dsfa.go.tz

5



#### Written Letter

Post or hand-deliver a letter to any project office.  
Focal points can assist with writing

6



#### e-Mrejesho (Digital)

Web: emrejesho.gov.go.tz | App: Google Play Store |  
USSD: \*152\*00#

7



#### Community Leaders

Speak to your Village Executive Officer (VEO), Mtaa Executive Officer or Sheha (Zanzibar) — available 24/7

**FREE · CONFIDENTIAL · ANONYMOUS · NO REPRISALS**



## Mradi wa Usimamizi Endelevu wa Uvuvi wa Bahari na Ufugaji wa Viumbe vya Majini Tanzania (TASFAM) JINSI YA KUWASILISHA MALALAMIKO

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### Kuja Ofisini

Tembelea ofisi yoyote ya mradi, mwakilishi wa Kamati ya Malalamiko ya Jamii (CGC) au ofisi ya uvuvi ya wilaya

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### Sanduku la Malalamiko

Masanduku yaliyofungwa katika maeneo yote ya mradi, maeneo ya kutua na vituo vya jamii — yanafunguliwa kila wiki

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### Simu ya Malalamiko

Wizara ya Mifugo na Uvuvi (MLF):  
+255 687 352 428 / +255 717 649 268  
Wizara ya Uchumi wa Buluu na Uvuvi (MBEF):  
+255 777 710 409 / +255 776 283 675  
Mamlaka ya Kusimamia Uvuvi wa Bahari Kuu (DSFA):

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### Barua Pepe

MLF: SG.TASFAM@mlf.go.tz  
MBEF: Malalamiko.TASFAM@blueeconomysmz.go.tz  
DSFA: grm.tasfam@dsfa.go.tz

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### Barua Iliyoandikwa

Tuma au peleka barua mkononi kwenye ofisi yoyote ya mradi. Mwakilishi anaweza kusaidia kuandika

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### e-Mrejesho (Kidijitali)

Tovuti: emrejesho.gov.go.tz | Programu: Google Play Store |  
USSD: \*152\*00#

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### Viongozi wa Jamii

Zungumza na Afisa Mtendaji wa Kijiji (VEO), Afisa Mtendaji wa Mtaa au Sheha (Zanzibar) — wanapatikana saa 24/7

**BURE · SIRI · BILA JINA · BILA KULIPIZWA KISASI**

## ANNEX I: PROFESSIONAL SUPPORT SERVICES

### 1. Referral Pathway

Upon disclosure, the SEA/SH Focal Point immediately refers the survivor to appropriate professional support services located proximity to TASFAM project site:

#### 1.1 Medical Care

- i. Dispensary, Health Centre's and District Hospital
- ii. *Regional Referral Hospitals* – accessible medical services across regions.
- iii. *Muhimbili National Hospital (Dar es Salaam)* – emergency treatment, reproductive health, post-exposure prophylaxis (PEP).
- iv. *Mnazi Mmoja Hospital (Zanzibar)* – specialized care for survivors of gender-based violence.

#### 1.2 Psychosocial Support

- i. CBOs, NGOs, FBOs, Local Counselling Centre's
- ii. *Tanzania Women Lawyers Association (TAWLA)* – counseling and survivor support.
- iii. Zanzibar Female Lawyers Association (ZAFELA)
- iv. *Tanzania Media Women's Association (TAMWA)* – psychosocial and advocacy services.
- v. *Children's Dignity Forum (CDF)* – trauma counselling for children and youth survivors.

#### 1.3 Legal Assistance

- i. Local Legal Services, Para-legal services,
- ii. Women Legal Aid Centre (WLAC), Mwanamke Initiative Foundations
- iii. *Legal and Human Rights Centre (LHRC)* – free legal aid and representation.
- iv. *Tanzania Women Lawyers Association (TAWLA)* – legal advice for women and children.
- v. *Police Gender and Children's Desks* – available in major police stations nationwide.

#### 1.4 Safe Shelter

- i. *Community-based shelters* in all project sites
- ii. *Kiota Women's Health and Development (KIWOHEDE)* – safe houses for women and girls.
- iii. *YWCA Tanzania* – temporary shelter and reintegration support.
- iv. *Community-based shelters* supported by NGOs in Dar es Salaam, Tanga, Lindi, Pwani and Mtwara.

### Referral Directory (Hospitals, NGOs, Legal Aid Providers, Shelters)

| Service Type | Institution/Organization           | Location      | Contact          |
|--------------|------------------------------------|---------------|------------------|
| Medical Care | Muhimbili National Hospital        | Dar es Salaam | +255 22 215 0302 |
| Medical Care | Mnazi Mmoja Hospital               | Zanzibar      | +255 24 223 3456 |
| Psychosocial | Tanzania Media Women's Association | Dar es Salaam | +255 22 278 0891 |

|                             |                                            |                            |                               |
|-----------------------------|--------------------------------------------|----------------------------|-------------------------------|
| <b>Support</b>              | (TAMWA)                                    |                            |                               |
| <b>Psychosocial Support</b> | Children's Dignity Forum (CDF)             | Dar es Salaam              | +255 22 266 7890              |
| <b>Legal Assistance</b>     | Legal and Human Rights Centre (LHRC)       | Dar es Salaam              | +255 22 277 3035              |
| <b>Legal Assistance</b>     | Tanzania Women Lawyers Association (TAWLA) | Dar es Salaam              | +255 22 278 0892              |
| <b>Safe Shelter</b>         | KIWOHEDE Safe House                        | Dar es Salaam              | +255 22 266 4567              |
| <b>Safe Shelter</b>         | YWCA Tanzania                              | Dar es Salaam              | +255 22 266 1234              |
| <b>Police Support</b>       | Gender and Children's Desk                 | Nationwide Police Stations | 114 (Tanzania Police Hotline) |