

The PASET-Regional Scholarship and Innovation Fund

Grievance Address Mechanisms

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Introduction

- Dissatisfaction: Anything that disturbs a member of the RSIF Project whether or not the unrest is expressed in words.
- Complaint: A spoken or written dissatisfaction brought to the attention of the RCU or the AHU.
- Grievance: A complaint that has been formally presented to the RCU or the AHU Representative or thorough the availed reporting mechanisms

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Introduction

- Various project implementation activities, decisions and actions sometimes negatively affect or raise concerns from beneficiaries and stakeholders.
- These complaints could be directly or indirectly related or associated to the project.
- The GRM is a vehicle for timely and effective identification and response to any issues, complaints or concerns that may be encountered during project implementation. *icipe* will ensure that all complaints arising out of the RSIF project are systematically recorded, investigated and resolved to the satisfaction of the complainants.

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Objectives of the RSIF Grievance Redress Mechanism

- Build a relationship of trust amongst the project staff, beneficiaries and stakeholders.
- Ensure better mechanisms for implementation through a transparent, non-retaliatory feedback mechanism.
- Resolve any grievances associated with the RSIF Project in a timely manner
- Enhance transparency and fairness in delivering the project components.
- Improve implementation processes of the RSIF project

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Some Examples of Grievances

Academic related:

- Poor or lack of supervision, Poor performance and lack of commitment by scholars, Habitual failure to meet deadlines by a scholar, lack of key facility for research e.g. lab equipment etc

Social related

- Insecurity, Gender based violence (GBV), Sexual Harassment (SH) and Sexual Exploitation and Abuse (SEA)

Finance and Administration related:

- Fees, Stipends and Allowances, progress reports

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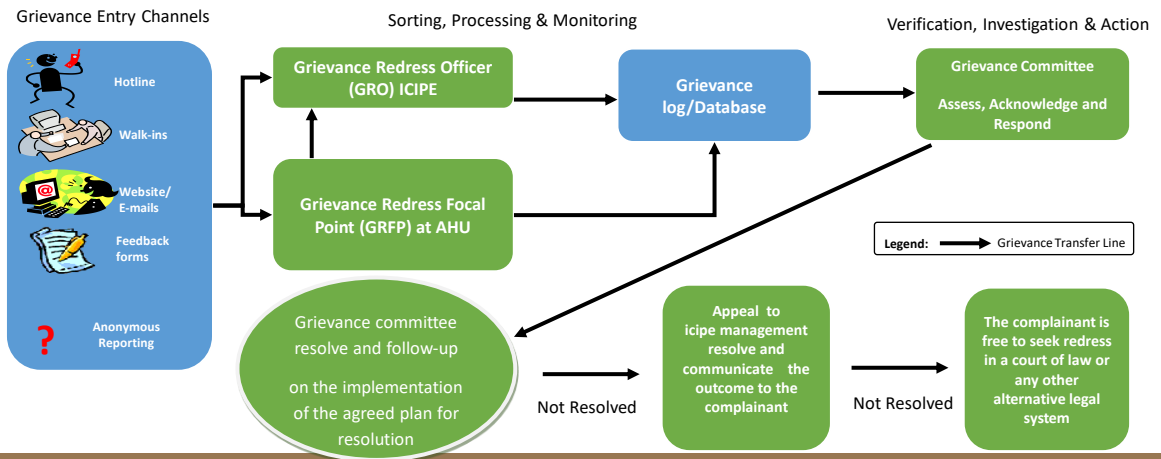


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RSIF Grievance Structure (flow chart)



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Reporting Grievances

- Various Channels through for reporting and raising Grievances are provided:
- Telephone
- Email
- RSIF Website
- RSIF Staff
- RSIF AHU Coordinators
- RSIF AHU Grievance Focal Points

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Reporting Grievances-RSIF

- Ms Elizabeth Murimi, RSIF Capacity Building Officer, Doctoral Scholarships emurimi@icipe.org
- Mr Bonface Nyagah, RSIF Safeguards Officer bnyagah@icipe.org
- Dr Moses Osiru, is the RSIF Manager: mosiru@icipe.org
- RSIF Website <https://www.rsif-paset.org/feedback/>
- Additionally, you can access the RSIF through any of the other contacts and colleagues.

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Reporting Grievances-AHU

African University of Science and Technology - Nigeria

RSIF Contact Person/Coordinator: Prof. Azikiwe Onwualu aonwualu@aust.edu.ng

Grievance Redress Focal Point (GRFP):

University of Port Harcourt - Nigeria

RSIF Contact Person: Prof. Sunday Sunday Ikeisimana sunday.ikiensikimama@uniport.edu.ng

Grievance Redress Focal Point (GRFP): Dr. C. E. Ubani chikwendu.ubani@ubani@uniport.edu.ng

Bayero University - Nigeria

RSIF Contact Person: Prof. Jibrin Mohammed Jibrin jibrin@buk.edu.ng

Grievance Redress Focal Point (GRFP): Prof. Amina Mustapha amustapha.ext@buk.edu.ng

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Reporting Grievances-AHU

University of Ghana - Ghana

RSIF Contact Person: Dr. Irene Susana Egyir iegyir@ug.edu.gh

Grievance Redress Focal Point (GRFP): Dr. Freda Asem feasem@gmail.com

University of Gaston Berger – Senegal

RSIF Contact Person: Dr. Maïssa Mbaye maissa.mbaye@ugb.edu.sn

Grievance Redress Focal Point (GRFP):

University of Felix Houphouet- Boigny - Cote D' Ivoire

RSIF Contact Person: Prof. Kone Daouda daoudakone2013@gmail.com daoukone@yahoo.fr

Grievance Redress Focal Point (GRFP):

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Reporting Grievances-AHU

University of Rwanda - Rwanda

RSIF Contact Person: Dr. Noella J K UMUHOZA dcgs@ur.ac.rw

Grievance Redress Focal Point (GRFP):

Nelson Mandela African Institute of Science and Technology – Tanzania

RSIF Contact Person: Dr. Mwemezi J. Rwiza mwemezi.rwiza@nm-aist.ac.tz

Grievance Redress Focal Point (GRFP): Ms. Grace Cusack grace.cusack@nm-aist.ac.tz

Sokoine University of Agriculture – Tanzania

RSIF Contact Person: Prof. Gerald Misinzo gerald.misinzo@sacids.org

Grievance Redress Focal Point (GRFP):

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Reporting Grievances-AHU

Kenyatta University – Kenya

RSIF Contact Person: Dr. Walter K. Njoroge njoroge.walter@ku.ac.ke

Grievance Redress Focal Point (GRFP):

University of Nairobi – Kenya

RSIF Contact Person: Prof Julius Mwabora mwabora@uonbi.ac.ke

Grievance Redress Focal Point (GRFP):

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Grievance Redress Structure

First tier of Redress: The Grievance Redress Focal Point (GRFP)

- The complaints are received at various points at University Level. The stakeholders are informed of various points and channels of reporting their complaints (if any) and the GRFP collects the complaints from these points on a regular basis, assesses and clearly records them in the RSIF Grievance Redress Log Book. This is followed by formal acknowledgement of complaints received and coordinating with the concerned people to address the Grievances.

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Grievance Redress Structure

Second tier of Redress: The Grievance Redress Committee (GRC)

- The Grievance Redress Committee (GRC) formed at every Faculty level would be the one which would address the grievance in the next level in case the problem is not solved at the first tier.
- This level also provides opportunity for first level appeal by complaints who are not satisfied with the decisions of tier one.

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Grievance Redress Structure

Third tier of Redress: The Appeals Committee (AC)

- If the affected party / complainant does not agree to the resolution at the 2nd level, the complainant can opt to consider taking it to the third level
- An Appeals mechanism is will be provided as the 3rd Tier of Redress to reconsider unresolved complaints in the 2nd tier. The Appeals Committee would be formulated with the following Members
 1. RSIF RCU Manager – Chairperson
 2. Legal Officer (icipe) – Member
 3. RSIF Safeguards Officer – Member
 4. Overall RSIF GRO (icipe) – Member Secretary

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For more information contact

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