LIMCOM
LIMPOPO WATERCOURSE COMMISSION

"Integrated Transboundary River Basin Management for the Sustainable Development of the Limpopo River Basin."

LIMPOPO WATERCOURSE COMMISSION (LIMCOM)
GRIEVANCE REDRESS MECHANISM (GRM)

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1. Introduction

The **LIMCOM Project: Integrated Transboundary River Basin Management for the Sustainable Development of the Limpopo River Basin** is committed to ensuring that all stakeholders have a transparent and accessible platform to voice their concerns. This **Grievance Redress Mechanism (GRM)** is established to address grievances related to project activities at transboundary, national (*i.e within the 4 member states –Botswana, Mozambique, South Africa and Zimbabwe*,) and local levels while promoting Integrated Water Resources Management (IWRM).

2. Purpose of the GRM The GRM aims to:

- Provide an effective process for resolving grievances.
- Ensure transparency, accountability, and fairness in the handling of complaints.
- Foster trust and constructive engagement with stakeholders.

3. Scope of the GRM This mechanism applies to grievances related to:

- Environmental and social impacts of the LIMCOM Project.
- Water resource management concerns.
- Issues related to stakeholder engagement and consultation processes.
- Community and stakeholder engagement issues.
- Disputes between stakeholders regarding transboundary water governance.
- Project implementation and service delivery.

4. How to Submit a Grievance

Stakeholders can submit grievances through multiple channels:

- **Email:** communications@limpopocommission.org
- **Online Form:** https://limpopocommission.org/wp-content/uploads/2025/04/LIMCOM-GRM-Form.pdf
- **Phone:** +258 87 531 1302
- **In-Person:** LIMCOM Secretariat Office at Limpopo Watercourse Commission (LIMCOM), Rua da Imprensa 162, Maputo – Mozambique
- **Complaint Box:** Available at LIMCOM offices and partner institutions

5. Grievance Resolution Process

Process	Description	Time Limit
Step 1 : Receive grievance	- Face to Face - Phone, Letter or Email - Completed and Submitted Complaint Form (online or in person or on behalf of complainant) - Community complaints or protests (verbal and non-verbal), including signs or road blocks	5 working days
Step 2: Acknowledge, Assess and Assign Grievance Significance	- Register grievance - Report grievance - Assess eligibility - Log grievance on system with a number for tracking - Communicate receipt of grievance	
Step 3: Develop a Response	- Develop an appropriate response and identify resolution depending on the significance	
Step 4: Communicate Response and Seek Agreement	- Investigate and consult with relevant parties to fully understand issues and implement actions agreed upon - Communicate response back to the complainant - Agree on the proposed way forward to resolve grievance	60 Days (from acknowledgement of receipt)
Step 5: Implement Resolution	- Where agreement is met, move forward with proposed action - Monitor success of resolution	
Step 6: Review Response	- Communicate results of resolution to stakeholder - Identify if further action is required	
Step 7: Close Out or Refer Request	- Close out the grievance if response is successful - Where unsuccessful, refer the grievance to the Project Assurance	
Step 8: Monitoring and Evaluation	- Monitor ongoing success of the resolution - Results and to be included in project monitoring processes	ongoing

6. Confidentiality & Non-Retaliation

LIMCOM guarantees that all grievances will be handled with the highest level of confidentiality. Complainants will not face any form of retaliation for submitting a grievance.

7. Monitoring & Reporting

- All grievances will be logged and tracked for continuous improvement.
- LIMCOM will publish periodic reports on grievance trends and resolutions.
- Stakeholder feedback will be incorporated to enhance the GRM process.

For more information, visit: **www.limpopocommission.org**

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(This document is subject to periodic review and updates as needed.)