DOCUMENT SUMMARY

Feedback and Grievance Redress Mechanism (FGRM)

MINISTRY OF ENVIRONMENT AND FORESTRY

EAST KALIMANTAN PROVINCE

REPUBLIC OF INDONESIA

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Feedback and Grievance Redress Mechanism

The safeguarding REDD + covers a variety of issues, including the transparency of national forest management structures; participation of various parties; respect for the knowledge and rights of indigenous peoples and local communities; conservation of biodiversity and natural forests; emission displacement; and the risk of returning from emission reduction. In term of making process and completing the ERPD of East Kalimantan prepare Feedback and Grievance Redress Mechanism (FGRM).

The FGRM are developing to hold meetings with various relevant parties to capture and receive the latest input from relevant parties in East Kalimantan and National, with the objective and scope to provide easy access to public especially the affected community members to file complaints and/or concerns on a particular activity or physical investment (subproject); identify and assess the nature of complaints and/or concerns and agree on solution as early as possible so that constructive inputs can be considered in the design of an activity or a physical investment; avoid stalled activities or physical investment in the later stage due to the ignorance of complaints or conflicts, leading to unmanageable conflicts and high costs; to obtain support from the impacted communities for the proposed activities or physical investment; and achieve sustainable tourism development whereby communities, have strong ownerships, participation and get fair benefits from the sustainable utilization of tourist attractions, either man-made assets, culture and values, and/or natural resources.

In the document, FGRM gives limitation of the meaning of grievance or complaint. The limitation and the definition are based on the Regulation of Minister of Environment and Forestry No P.22 of 2017 on Grievance Management Mechanism of Presumptive Pollution and/or Environment Destruction and/or Deforestation and Forest Degradation and second definition related to grievance and complaint was formulated in the draft of regulation of East Kalimantan Governor on ASPIRASI ETAM of East Kalimantan Provincial Government. The FGRM are develop within key principles are objective, coordinative, indiscriminative, effective and efficient, accountable, transparent,

Based on the national and East Kalimantan provincial regulation frameworks which have been developed and are developing, FGRM is implemented with systems contained on the website. Besides, there has been a complaint mechanism in the community/village level and in the district level. That has existence from local, provincial and national level. Which mechanism consist of administration, processing of grievance, receive and record; acknowledgement and follow up, hand by relevant authorities with role and responsibilities, evaluation and supervision.

To give feedback and/or complaint they want to convey to the program executors, conveyed both verbally and in writing, they feedback and/or complaint can be conveyed to: At the national level, the GRM can be directly carried out on a web-based basis through http://pengaduan.menlhk.go.id/.
In Provincial level mechanism of service(s) through Aspirasi Etam of East Kalimantan includes:

a) The complainants do a user registration and account activation via email by filling in the ID of e-KTP.

b) The complainants convey the report which is obliged to be attached with the accountable supporting data by uploading the file.

c) The report acceptance, there is a notification, and the report is received by the super admin, it is then disposed to the operational operator of Regional Secretariat, forwarded to the regional government officers, vertical institutions, Regional-Owned Enterprises and authorized Regional-Owned Enterprises as the management to follow up the report.

Through the institution below:

a. Website of Aspirasi Etam Kaltim, https://aspirasi.kaltimprov.go.id/; or

b. Provincial Environment Service (Dinas Lingkungan Hidup) of East Kalimantan, Address: Jalan Mayor Jenderal Mt Haryono No.18, Air Putih, Samarinda Ulu Kota Samarinda, Kaltim, Indonesia, Phone: +62541 760304, website: http://dinaslh.kaltimprov.go.id/form/pengaduan

c. Provincial Agencies, such as: Provincial Plantation Service (Dinas Perkebunan) of East Kalimantan, Provincial Forestry Service (Dinas Kehutanan) of East Kalimantan, Provincial Community and Village Government Service (Dinas Pemberdayaan Masyarakat dan Pemerintahan Desa) of East Kalimantan Kaltim, or Regional Implementation Unit of Forestry Management Unit (UPTD Kesatuan Pengelolaan Hutan).

These Guidelines and Procedures are effective since the date of stipulation by the Government of Indonesia and World Bank Regulation. Matters that have not yet been regulated in these Guidelines and Procedures will be explained further in the implementation manual or technical instructions. When these documents apply, any contradictory provisions to these Guidelines and Procedures are declared null and void.