2020/21 Grievance Redress Mechanism
Overview of Implementation and Results
Thursday, 27 May 2021
Introduction

The Grievance Redress Mechanism:
• Aims to enhance accountability to refugees - discontinued or previously non-assisted;
• Founded on the principle of self-initiation - affected refugees initiate a review by placing claims through designated channels;
• Data-driven analysis based on UNHCR data;
• Complements the Targeting Formula;
• Reviewed by Development Analytics and enhanced accordingly;
• Designed through consultations with refugees.
Relevance of GRM

Addresses targeting exclusion errors of the socio-economic vulnerable households

- Despite the yearly adjustments to the targeting formula, exclusion errors continue to occur and households with statistically rare to predict economic vulnerability combinations may still be left out.

Enhances accountability to affected populations in two ways:

- Refugee initiated request for inclusion – self assessment and referral
- Community consultation and engagement in the refinement and prioritization of vulnerability profiles to be targeted (outreach volunteers engaged in the GRM process this year by participating in the GRM online survey)
Overview of GRM process
Total number of unique claims received: **120,341** (representing 487,558 individuals)
Total number of claims received: **180,279**

### Total claims by channel

- **55%**: Claims Online Link
- **42%**: Claims Call Center
- **3%**: Claims Kobo
Eligibility
- Have placed a claim within the required timeline
- Not selected for assistance as of February 2021

Profile determination process and prioritization
- Profiles were determined based on accessibility vs. ability
- Cases falling within the determined profiles were then ranked according to the initial scores
- Based on the ranking, cases were allocated to one of three assistance packages

MCAP from UNHCR + Food from WFP
MPC from WFP (Food + non-Food)
MCAP from UNHCR
GRM Inclusion

- **13,184 Syrian families and 123 families of other nationalities** included
- Representing 35,503 individuals and 229 individuals respectively
- Eligibility SMS sent on 20 May 2021
- First transfer pending validation status / card issuance
- An increase of the initially planned caseload due to exchange rate

**MCAP from UNHCR + Food from WFP**

Inclusion of **1,964 Syrian families** (6,003 individuals)

**MPC from WFP (Food + non-Food)**

Inclusion of **6,635 Syrian families** (18,566 individuals)

**MCAP from UNHCR**

Inclusion of **4,585 Syrian families and 123 families of other nationalities** (10,934 individuals)
Communications about GRM

A variety of communication channels were adopted and found effective in reaching communities. They included:

• Info sessions with OVs;
• UNHCR website;
• Facebook;
• Counselling at UNHCR Reception Centre;
• Call centre responses to queries
Communications about GRM outcomes

• Eligibility to successful claimants announced 20 May by SMS;
  o SMS tailored to assistance history/validation requirements;
  o Followed by validation invitation or upload SMS.

• No targeted communications to non-successful claimants;
  o General notice on GRM widely disseminated (facebook);
  o Counseling line clear that only successful claimants would be notified;
  o So far, feedback on facebook mostly from included claimants only
  o Increase of calls to shared hotline from claimants inquiring about the results
Good Practices and Lessons Learned

• Expansion of convenient channels to register grievances enhanced access to refugees despite the Covid 19 restrictive measures (with introduction of web link claims increased from 118,077 to 180,279)

• The GRM process is the main channel of participation in the targeting process

• Continued efforts will be made to enhance the refugees consultation / participation by directly interviewing refugees in future

• Suggestions were made by actors from the protection sector to disseminate information through inter-agency coordination platform so as to reach special interest groups.
Questions?