

ASSESSMENT TEMPLATE BASED ON UNITED NATIONS GUIDING PRINCIPLES (UNGP) EFFECTIVENESS CRITERIA FOR NON-JUDICIAL GRIEVANCE MECHANISMS (NJGM)

	IAM Which policies/practices are necessary to meet UNGP criteria?	IAM What are the actual practices?	DFI Which policies/practices are necessary to meet UNGP criteria?	DFI What are the actual practices?
LEGITIMACY	<ul style="list-style-type: none"> Does the IAM policy require a 'cooling off period' before Bank staff can work for the Mechanism? Does the IAM policy have an employment ban that would prevent Mechanism staff from returning to the Bank after their term on the Mechanism has expired? 	<i>The answers to the survey (Annex 3) will address how the policies are implemented in practice as well as other issues that are not covered by policy.</i>	<ul style="list-style-type: none"> How are Mechanism staff chosen? Are there external stakeholders on the selection committee? 	<i>Survey answers</i>
ACCESSIBILITY	<ul style="list-style-type: none"> Does the Mechanism provide complaint templates and/or online forms? In which languages is the information available? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Can you find the Mechanism website from the Bank's website? How many clicks? Does the Bank require its client to disclose the availability of its grievance mechanism? 	<i>Survey answers</i>
PREDICTABILITY	<ul style="list-style-type: none"> Does the Mechanism policy establish deadlines for the complaint process? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Does the Bank have a procedure for responding to a complaints process? 	<i>Survey answers</i>
EQUITABILITY	<ul style="list-style-type: none"> Does the complainant have the same opportunities to review draft reports that the Bank has? Does the complainant have access to Mechanism findings at the same time as Bank management, before development of action plan, and/or before final approval? Are the complainants' views known to the Board at the time the final report is approved? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Does the Bank provide the Mechanism with sufficient resources such that the Mechanism can hire translators, consultants, etc. to support its processes and complainants? 	<i>Survey answers</i>
TRANSPARENCY	<ul style="list-style-type: none"> Does the Mechanism website provide sufficient information about the complaints received, how they were handled, and their outcome (including complaint registry, mechanism's annual report, newsletters, case summaries)? Did the Mechanism website provide sufficient information to complete this writing template: if not, which information was missing? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Does the Bank's website provide sufficient information on its project database such that it is clear to potential complainants what activities the Bank is supporting? 	<i>Survey answers</i>
RIGHTS COMPATIBILITY	<ul style="list-style-type: none"> Are there any human rights provisions excluded from the Mechanism's jurisdiction? Does the Mechanism provide for confidentiality of complainants? Does the Mechanism have the mandate to recommend suspension of project if the mechanism believes there is risk of imminent harm? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Do the Bank's safeguard policies reference human rights explicitly? 	<i>Survey answers</i>
LESSONS LEARNED	<ul style="list-style-type: none"> Are there regularly scheduled reviews of the Mechanism policy/procedure? Do they allow for public consultation? Does the Mechanism have the mandate or the practice of raising trends across cases? 	<i>Survey answers</i>	<ul style="list-style-type: none"> Does the Bank have a process in place for capturing the lessons learned from the Mechanism's cases? Is there a regular report to the Board on follow-up or implementation of commitments or recommendations? 	<i>Survey answers</i>