



***The Grievance Redress Mechanism developed by “Rural Infrastructure Development” Project.***

***The Grievance Redress Mechanism (GRM)*** is a set of measures to help the public and/or individuals who are negatively affected during the implementation of the Project. The GRM accepts, reviews and responds to all complaints related to the Project. These negative consequences may include forced eviction, problems arising during construction, restriction of access to infrastructure or sidewalks, environmental and social consequences, violations of labor laws and other consequences.

***The purpose of the GRM*** is to increase transparency for Project stakeholders and provide Project participants with social feedback channels. The GRM creates channels for informing about the problems of the Project's security service, about illegal actions of employees and abuse of funds, official powers, etc.

Increasing transparency in the public interest, GRM reduces the risk of accidental damage to Project stakeholders and the general public and increases the effectiveness of the Project.

The scope of the GRM. The GRM covers all villages selected to participate in the Rural Infrastructure Development Project.

***Principles.*** Project stakeholders are those who directly or indirectly have a positive or negative impact on the Project. Among other things, the Project stakeholders have the right to:

- \* Receiving the necessary information
- \* Responding to inappropriate interference by third parties
- \* Freedom from any improper influence (fraud, corruption).

***Please contact us with complaints and suggestions:***

1. Helpline: + 998 71 232-63-32,
2. Official website: [www.ridp.uz](http://www.ridp.uz)
3. Facebook: <http://www.facebook.com/QIRL2020>
4. Official telegram account of the Project: @RDP\_GRM
5. Oral or written requests received by contractors, local authorities within the framework of the Project
6. E-mail address of the Project Implementation Unit (PIU): [ridp@mineconomy.uz](mailto:ridp@mineconomy.uz)
7. The working phone number of the PIU: +998 71 232 62 03 (reception)
8. The address of the PIU: Republic of Tashkent , Uzbekistan, 45 A , I.A. Karimov str
9. Boxes for applications and complaints (GRM) installed in each of the microdistricts selected for the project.
10. Written or oral appeals can also be sent to the Assembly of Citizens of the mahalla, district khokimiyats, regional khokimiyats, local partners and project facilitators.
11. Written statements in the complaint boxes, at the level of the village, district and region