CIU - Portfolio - GRM Register

Date: 26 April 2022

| Project Name | Date of Contact | Name of Contact | Issue Raised | Response  (Date and Time) | Outcome – resolved? | Follow-up? | Status |
| --- | --- | --- | --- | --- | --- | --- | --- |
| COID-19 | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | No follow-up from PIU | CIU – sent one-page from 2021 | Closed |
| MIMIP | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | No follow-up from PIU | CIU – sent one-page from 2021 | Closed |
| DIGITAL RMI | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | PIU (Mike Lott) Followed up with brochure. | Closed | Closed |
| PFM | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | PIU (Lynda Roades) Followed up with email – (18 April 2022) setting out key achievements. | Closed  CIU – sent one-page from 2021 | Closed |
| ECD & ECD II | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | No follow-up from PIU | CIU – sent one-page from 2021 | Closed |
| SEDeP | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | PIU (Kamalesh) Followed up with email – (15 April 2022) provided quarterly report. | Closed  CIU – sent one-page from 2021 | Closed |
| ESSP | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | No follow-up from PIU | CIU – sent one-page from 2021 | Closed |
| PREP II | 13 April 2022 | Redacted | Seeking Project information – brocures/info.  Any complaints received?  How has website been advertised?  Any information provided in Marshallese? | 13 April 2022  Email from CIU answering questions.  Forwarded to PIU for follow-up. | No follow-up from PIU | CIU – sent one-page from 2021 | Closed |
| ECD-II | 16 June 2022 | Anonymous | “I am very concerned to see what is happening to women and girls who are tring to apply for the early education program. this is not acceptable and does not reflect well on the government or the World Bank.  I  also read about this in the newspaper today and want to know what is going to be done to improve this situation”. | Forwarded to Project Manager 16th June 2022. | “We will record this grievance as well as others.” – no advice on how it will be dealt with | CIU Safeguards (Colleen) to follow-up with PM to see how ECD-II will deal with it (27 June 2022) | Open |
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